

Functions Booking Policy & Agreement

Quotations

Individual set quotations agreed with by the functions co ordinator are valid for 5 days only.

Confirmation: We do not take tentative bookings therefore a booking is not confirmed until a deposit is received. To confirm a booking we require a **deposit payment of \$300.00**. Cash, Credit Card & Eftpos are accepted and payment can be made at Reception, in person or over the phone (preferably during business hours).

Room Hire Charges: Room hire applies for majority of functions.

This is charged on a case by case basis, and will be established at the time of enquiry.

Identification: A **Drivers License** or **valid Passport** is required as proof of identity when securing a booking for the function room/s. A photocopy will be taken of the identification and kept as a record for booking validity.

Bond: A **\$500 Cash** or **Credit Card Bond** is required under The Club Caroline Springs customer damage & liability clause. The bond is fully refunded upon conclusion of the event once management's inspection of the hired function room/s has been assessed and clearance granted.

Manual Credit Card Bond: A Manual Credit Card swipe is taken for the amount of \$500.00 by The Club. An authorized suspension of the \$500 is placed on the credit card 3 days prior to the function. This amount is suspended and not accessible by credit card holder. If no claim has been made by The Club, the money is automatically released back onto the credit card within 4—7days.

Final Meeting: To avoid extra fees, it is the responsibility of the hirer to organize a final meeting with the event co-ordinator 10 days prior to your function to finalise attendance numbers and final payment.

A \$50 late payment fee will be charged for payments received after this time.

Final Numbers : Final attendance numbers are to be confirmed at or before 12 midday ten (10) days before the event. This will be the Guaranteed Number. No refunds given for cancellation of numbers after this time. Increases are acceptable if adequate notice is given.

It is your responsibility to notify us of final numbers . Charges will be based on the Guaranteed Number or the number attending whichever is greater. Should guaranteed numbers change dramatically management reserves the right to reassign your function to a more suitable room. Extra charges may apply.

Payment: All function accounts must be paid with Credit Card, Cash or Bank Cheque 10 days before the function date. The contract signatory is liable to pay all monies due (excluding drink TAB) under this Agreement. We do not provide credit.

Company and Bank cheques are only accepted with prior approval. No personal cheques accepted.

The drink TAB (if applicable) is payable on conclusion of your function

Cancellations: In the event of cancellation the following terms will apply:

1. All cancellations must be made in writing
2. The deposit is non refundable in the event of a cancellation
3. For functions cancelled 21 days or less before the function date, the cancellation fee will be equal to 50% of the total estimated value of the function.

Damages and Repairs: The hirer will be responsible for any expense in connection with repairs for damage, breakages or extra cleaning which may become necessary due to damage or other causes during the period of the function.

The Club - Caroline Springs reserves the right to determine the cost of any damages and/or extra cleaning necessary above and outside what is normally expected following usage of the venue. We reserve the right to retain all or part of the bond to meet such costs as necessary, and/or to bill a hirer for additional costs if the bond does not cover damage caused.

Room Set Up / Access: The maximum set up time for a hired room is 1 hour prior to your function.

If you require an alternate set up time or extra time for set up you will need to arrange it with the function co-ordinator at your final meeting. This is not guaranteed and will only be granted within accordance of the room's availability for that day. Extra charges may apply for extra set up time .

Host/s and limited immediate family members only may have access to the room 30 minutes prior to the commencement of the function. All other guests are required to wait in the lounge area until nominated starting time.

Equipment Hire: Charges apply for all special equipment or facilities provided for each function - please discuss costs and needs with the function co-ordinator.

DJ's & Entertainers: If you have arranged your own DJ to perform at your function, noise levels, regulations and policies must be strictly adhered to and are not negotiable. A Statutory noise policy and agreement must be signed prior to the commencement of the function. Smoke machines are not permitted.

Decorations: Our rooms are laid out in neutral tones and decorations can be brought in to enhance your celebrations, however there are a few guidelines and conditions that need to be strictly adhered to;

Decorations Safety Policy: The Club Caroline Springs is happy to allow you to decorate the function room to your liking, however it is imperative to maintain safety in doing so. Ladders, step ladders, chairs and table tops are not permitted to be used for decorating the room.

I, The Hirer must understand that participating in room preparation/decoration of the hired premises is to be done so at my own risk. Any physical injuries sustained are of no consequence or liability to The Club Caroline Springs.

I, The hirer forfeit all rights to make any claims against The Club or any of its employees for any physical injuries or damages that may occur on the premises.

I also understand that I am accountable for any aesthetic damages caused on the premises by myself or my guests.

*** BLU TACK IS TO BE USED ONLY - NO STICKY TAPE, ADHESIVE OR GLUE WHATSOEVER**

Decorations must be approved by the function co-ordinator at the final meeting.

ALL decorations **must be removed** on the conclusion of the function and the room must be left the way it is found.

Extra Charges:

General and normal cleaning is included in the cost of the room hire charge, but additional charges may be payable if the function has created cleaning needs above and beyond normal cleaning:

***Table Sprinkles/Confetti /Party Poppers etc** are permitted in the function room however an additional \$20.00 clean up surcharge will apply for extra time required to clean the room.

***Major stains & spillages** will incur an additional cleaning fee. The damage will be assessed by a professional carpet cleaner and the cost associated to clean the area will be deducted from the bond.

Bar Closure: The bar will close 15 minutes prior to the conclusion of the function.

Lights will be turned up fully to indicate closure of the bar.

Smoking Policy: The Club function rooms are strictly non-smoking. Outdoor smoking facilities are conveniently available adjacent to the rooms for guests.

Security: Security personnel are mandatory for most functions, in particular Fridays and Saturdays with 50+ guests. Requirements for all functions will be at the discretion of management, and charged at \$150 per guard. The Club Caroline Springs reserves the right to cancel a function at any time or remove disruptive individuals if the safety of staff and patrons is compromised.

Dress Code: The Club dress code 'neat casual' applies to all attending the functions, and adheres to a no rubber thongs, no men's muscle shirts or singlets, no tracksuit pants, no caps policy.

All patrons including children must wear shoes at all times.

Consumption of Outside Food and Beverage:

Function organizers are not permitted to supply their own food. We will only allow a celebration cake to be brought into the venue. The Club is fully licensed and we do not permit any beverages to be brought on to the premises for consumption.

Take Home Food/Doggy Bags: Left over food from functions is not permitted to be taken home.

Cake Cutting Service: An additional charge may be applicable if you require staff to cut, plate and serve your celebration cake. This will be discussed and confirmed with the Function co-ordinator upon booking.

Delivery and Pickup of Equipment: The venue must be advised of all deliveries and collections made on behalf of the client. Payment for deliveries of goods must be made by the client in advance. Assistance for moving in or out of equipment will only be possible if staff are available.

Special Dietary Requirements: The Club is able to accommodate customers' special dietary or cultural requirements with sufficient prior notice.

Prices & Menu items

Subject to change without notice

Liquor Licensing Law:

In line with Australian standards, the Club practices the Responsible Serving of Alcohol (RSA).

1. The venue practices strict RSA and reserves the right to refuse the service of alcohol to any guest it considers to be under age, intoxicated or behaving in an offensive manner.
2. Any guest under the age of 18 must be accompanied by a parent/legal guardian at all times.
3. It is against the law for guests under the age of 18 to consume alcoholic beverages or enter the Gaming Area. Under no circumstances should they do so regardless of parental/legal guardian consent.
4. Under the **Liquor Licensing Law** a person, parent or licensee must not supply alcohol to a minor. Attempting to buy liquor for a minor may incur a **Penalty that exceeds \$6,000.**
5. If guests are drunk, violent or quarrelsome they must leave the premises upon request. Failure to do so may incur a **Penalty that exceeds \$13,000.**
6. Any failure to comply with any of the above points will result in the immediate termination of the function without refund.

Responsibility of the Hirer:

1. Children attending the function must be under the supervision of a responsible adult at all times. Hirers must ensure that children are not placed at risk upon entering or leaving the venue
2. The hirer assumes full responsibility and is liable for all damages caused by guests, invitees and all other people in attendance. This liability extends to all other areas of The Club Caroline Springs inclusive of the Locker Room, Gaming Area, TAB, Bistro, Kids Play Area and Car Park.
3. The venue will take all necessary care to ensure safety of property however The Club Caroline Springs will not accept responsibility for any damages or loss of client's property on the premises before, during and after the function.
4. It is the hirer's responsibility to conduct the function with full compliance of the House Policy and venue management rules with all applicable laws inclusive. We reserve the right to intervene if activities in the function room and throughout the venue are considered illegal, noisy, offensive or interrupt other services within the venue.

Sunday Functions: Please note the venue does not open till 11am—Access prior to this time is prohibited unless prior arrangement has been made with the function co-ordinator

Trading Hours: Mon - Thurs 9:00 am - 1:00 am
Fri - Sat 9:00 am - 2:00 am
Sunday 11:00 am - 1:00 am

I have read and fully accept the Terms & Conditions stated on all 3 pages of this Policy Agreement,

First Name:

Surname:

Date of Function:

Function Type:

Address:

Suburb:

Postcode:

Number of People: Adults

Children (under 12)

Company/Organisation: (if applicable)

Signature:

Date:



Office Use Only:

Debtor No #

Deposit Amount: \$

Received on:

Received by:

Final Payment Due By:

Final Amount owing \$

Received by: