

# THE LANDING AT DOCKSIDE - TERMS & CONDITIONS

## Confirmation of Booking

A 14 day tentative booking may be placed without any obligation from the client. Once the tentative booking period lapses, The Landing reserve the right to release the tentative reservation and allocate the venue to another person without further notice. A deposit of \$1000 is required to secure the booking. The booking is considered confirmed when the full deposit, the terms and conditions have been sighted, and the booking form, signed by the client have been received.

## Room Hire

A room hire fee will apply for those functions not utilising an all-inclusive package: \$400 Monday to Thursday and \$800 for Friday, Saturday and Sunday- minimum room hire fee, for functions up to 5 hours prior to midnight.

## Alteration of Packages

Please note that any alterations to packages will negate the pricing of all package inclusions. Some inclusions are applicable only to packages (room hire charges, chair covers) and these will not be offered when a package is altered.

## Prices & Surcharges

Due to labour costs, events held on public holidays attract a surcharge of 15% of the total account. All prices quoted are GST inclusive, and are confirmed when deposit is paid. Every possible effort is taken to maintain prices, but these are subject to change at the Management's discretion to allow for market cost variations and the introduction of any statutory taxes.

## Verbal Advice

While all verbal advice is given based upon the best intention and information available, under no circumstances should verbal advice be acted upon or be deemed to be final, without written confirmation.

## Cancellation Policy

Notice of cancellation must be received in writing to receive a refund of any prior monies paid. If you decide to cancel your event, the following conditions apply:

Notice of more than 90 days - full deposit is refunded provided the room is rebooked and a deposit paid.

Notice of 30 - 90 days - 50% of monies refunded provided the room is rebooked and a deposit paid.

Notice of 7 - 30 days - no refund is available due to costs incurred to date.

Notice of less than 7 days - no refund plus you will be charged for 75% of catering costs and room hire associated with your event.

## Final Details & Final Numbers

To ensure a smooth and successful function, all details relating to schedule, menus, beverages, room set up and audiovisual requirements are required no later than 14 days prior to your event. A guaranteed final number of guests is required no later than 14 days prior to your event. The Landing will cater for and charge for this number, even if fewer guests attend.

## Payment of Account

Full payment for guaranteed number of guests is required prior to your event, or at the completion of your event. Payments made by cheque must be received no later than 14 days prior to your event. Payments made by credit card will incur a surcharge of 3% of the total account. A tax invoice will be supplied for your records.

## Conduct of an Event

The Client agrees to begin their event at the scheduled time and agrees to have their guests, invitees and other persons vacate the designated function room at the closing hour indicated in the final details. Unless package extension or room hire arrangements have been made prior, the bar will close at the same time the package finishes, and entertainment must also finish at this time.

## Extending Functions

Functions may be extended on the day or night for a duration of up to 1 hour only, meaning that events must not exceed 6 hours duration from the arranged start time, but must cease no later than 11:30pm, however this decision is at the discretion of the Function Manager. If an event is granted an extension on the day or night of the event, surcharges will apply and the account to be finalised prior to leaving.

## Entertainment and Noise Restrictions

Due to the residential location of the venue and requirements of our Liquor License, **all music/entertainment must cease no later than 11.30pm**, or when the package finishes, whichever is sooner. The recommended band size is a maximum of 4 pieces. All entertainment in every form must be discussed with your event co-ordinator and approved by management prior to your function. Management reserves the right to refuse approval of entertainment in any form prior to the event if it does not conform to the guidelines required by The Landing. Bands using large bass drum kits or large amplifiers are no longer permitted to play at The Landing. In relation to any other entertainment, including DJs, noise levels will be monitored with a decibel meter throughout the function, and must be immediately and significantly turned down if requested by the Function Manager.

## Venue Access, Equipment and Deliveries

The venue will not be open prior to the scheduled function commencement time, unless prior arrangements have been made with management. Deliveries are to be made during office hours, or by prior arrangement with management. The Landing does not accept responsibility for damage, or loss of, any client's property left in the premises prior to, during or

after a function. Please advise the Venue Manager when anything is being delivered prior to your event, and safe storage will be arranged. Decorations supplied by the client must be pre-approved by management and any damage caused by these decorations the client will be liable.

#### Beverages and Responsible Service of Alcohol

In accordance with our liquor licensing responsibilities, we are unable to permit liquor to be brought onto the premises. The Landing will not engage in practices that encourage the rapid or excessive consumption of alcohol. Spirits cannot be included in the beverage package during functions and a general policy during functions of only one drink per person to be served at any time will be enforced. All bottled wine included in a beverage package will be removed from the dining tables once dining has ceased, after which all beverages will only be served by the glass. Licensing laws prohibit liquor supply to disorderly, unduly intoxicated and underage persons. Patrons showing signs of undue intoxication or disorderly behaviour will be refused service and will be asked to leave the premises. The Landing will not tolerate any harassment of patrons or staff of any kind and offending patrons will be asked to leave the premises. Management support staff refusing service for unduly intoxicated patrons. Where minors are attending an event where alcohol is being served, those minors must remain under the control of their legal guardian. The Landing reserves the right to clearly identify minors by providing those minors with wrist bands which must be worn for the duration of the event.

#### Smoking Policy

In accordance with Queensland smoking laws, smoking is not permitted inside the function rooms or anywhere that food and beverages are being served. Smoking is only permitted within the designated areas.

#### Security Guards

Should The Landing deem it necessary for a specific event, security guards may be required at the cost of the client.

#### Damages

The hirer will be responsible for any breakage, damage, theft or vandalism to The Landing venue or the property of The Landing during, or associated with, the event. Damage must be reported to the management immediately upon discovery, or as soon as practicable thereafter.