



FUNCTIONS TERMS & CONDITIONS

Confirmation

Please confirm your booking as soon as possible after you have decided on a suitable date. We cannot guarantee your date unless you have provided written confirmation. Please send your confirmation to our Functions Coordinator at functions@palacehotel.com.au

Deposit & Payment

You may pay a deposit if you wish, but this is not compulsory. Once you have confirmed the booking in writing, the date is locked in without a deposit.

- **Billing details:** If you would like an account sent to you after the function, please let the functions coordinator know and we are happy to send an account. If your company uses order numbers, please provide one, otherwise please confirm in writing that you would like an account to be sent.
- **Accounts:** please pay your account as soon as possible after you receive it or within 14 days.

Guaranteed numbers

A final number of guests attending will be required 3 days prior to the date of your function. Charges will be based on these numbers, should for any reason less people attend your function, you will still be charged for the amount you specified. This is mainly in relation to set menu dinners and preordered cocktail platters.

Menu selection

Final selection of menu options must be received a minimum 6 days prior to the date of your function. Please advise if you have any religious or allergy-based food requirements at this time also.

Cancellation

Should you need to cancel a confirmed booking please do so as soon as possible or at least 7 days prior, otherwise you may be charged for costs you have incurred or costs in relation to losses we have incurred due to your late cancellation. Please notify the functions coordinator ASAP.

Decorations

No sparklers permitted due to the sensitivity of our smoke detectors. If you wish to decorate your table you may do so as long as no materials are used that might damage the walls, floors or tables (if unsure, please check with functions coordinator). Any other decorations or paraphernalia that could be deemed offensive by other patrons or staff is also not permitted.

Cakes

If you would like to bring in your own cake, you are more than welcome.

Alcohol Service

Alcohol service will be in accordance with the liquor act 1988. Service of alcohol will cease at 11.45pm & you must have left the premises by 12.15am

Duty of care – Liquor Control Act 1988

We must refuse service of alcohol to persons who are deemed intoxicated – the purpose is to assist in preventing any intoxicated person from doing harm to themselves, other patrons, members of the public or property. Any person providing another guest with alcohol after they have been refused service will also be refused service & will be asked to leave the premises.

The law states:

- It is against the law to permit drunkenness, violent or quarrelsome, disorderly, or indecent behaviour on licensed premises.



- It is against the law to sell or supply liquor to an intoxicated person
- It is against the law to allow an intoxicated person to consume liquor
- It is against the law to aid a person who is intoxicated to obtain & consume liquor
- It is against the law for an intoxicated person to remain on licensed premises
- Should any of these situations occur with yourself or any of your guests, they will be asked to leave.

Conduct

It is the client's responsibility to ensure all their guests behave in an orderly manner during the function. The Palace Hotel reserves the right to remove any guest/s from the premise if they behave in a manner unreasonable/unacceptable or potentially disruptive to the wellbeing of the other guests and staff members.

Free drinking water

Free water is available at all times during a function. All functions have either a water station with carafes/jugs & glasses or for smaller functions you may go to the bar to request free water.

Security

If you require or would like to have security at your function, please ask the functions coordinator. The charge for this is \$75 per hour, per guard.

Juveniles

Hotel Functions: All persons under the age of 18 attending a function must be accompanied by a genuine parent or guardian of the juvenile. Juveniles are not permitted to consume liquor on licensed premises. The guardian/parent must remain in view of the juvenile at all times and must ensure the juvenile does not consume any alcoholic drinks. If a parent or guardian ignores this law, the parent, guardian and the juvenile will be asked to leave.

Audio-visual equipment

The Palace Hotel does not supply any audio-visual equipment. If you require any visual equipment, you must source these yourself.

Music

The hotel has background music throughout the bars and dining areas. Otherwise, if you require a music speaker, you must bring your own.

Lost or damage

The palace hotel will endeavour to take all possible care with every aspect of your function but accept no responsibility for damage or loss of equipment, merchandise or other property left on the premise prior to, during or after the event. We recommend guests carry their personal items or valuables at all times and ensure they are in possession of all items before they leave the premises.