

## **TERMS AND CONDITIONS**

This policy shall apply to all organisations and individuals hosting a function as determined and approved by Club Management of the C.ex Group.

### **PRINCIPAL CLIENT**

The principal client must be in attendance at the function throughout the course of the function. In the event that the principal client cannot be in attendance for the duration of the function, an alternative principal client must be nominated and advised to the C.ex Group at least 24 hours prior to the event.

### **DEPOSIT**

A non-refundable and non-transferable payment of the total room hire amount is required to confirm the function. Tentative bookings will only be held for up to 7 days, before a deposit is required to confirm the booking. Should the room hire amount and signed booking confirmation not be received within 7 days of the tentative booking, the booking will be released and available for hire unless stipulated otherwise. In the event that the deposit invoice has not been paid, cancellation fees still apply. However, please note that NO booking is confirmed until the total room hire amount has been paid and signed booking form has been received.

### **PAYMENTS**

A staged payment system is implemented by the C.ex Group:

- The total room hire amount as a deposit before the booking is confirmed.
- All catering to be paid for 5 days before the date of the event.
- Final settlement for any late changes of the event must be paid 2 days before the date of the event.

The C.ex Group requires full payment of all functions at least 48 hours prior to event. Failure to do so, results in the C.ex Group reserving the right to cancel the booked event.

In the case your event has been held without pre-payment, payment is required within

5 days from the event date. If payment has not been received with 5 days, a surcharge of 5% will be added for every week that passes without payment. Any additional costs associated with recovering the monies owed, will be covered by the client.

**\*\*Bookings made through a Government or Not for Profit organisation will be billed on a 30day invoice period to suit specific account procedures, unless prior arrangements have been made.**

### **CANCELLATIONS**

- In the event of a cancellation, the total room hire amount is non-refundable and non-transferable.
- If you cancel within two weeks of the booking date, you will incur a 75% cancellation fee of the estimated event costs
- If you cancel within one week of the date of the function, you will incur a 100% cancellation fee of the estimated event costs.

## **MENU, CONFIRMATION OF NUMBERS AND EVENT TIMINGS**

To assist us to adequately cater and service your function, we require your menu choice and approximate numbers 14 days prior to the date of your function. Final numbers of guests must be provided no later than 7 working business days prior to the function date. This final confirmation of numbers will be charged as the minimum charge. Any additional numbers will be charged accordingly. If your numbers on the day of your function are less than the original confirmed final numbers, you will still be charged the confirmed numbers as the minimum charge. If no final numbers are given, the most recent numbers provided by the client will be catered and charged for accordingly. To assist us to adequately roster for your function, we require your event timings 14 days prior to the date of your function.

## **ROOM HIRE AND EQUIPMENT**

Room hire will be acknowledged on application. Equipment will be charged accordingly. The hirer will be responsible for the cost of the repair of all goods damaged and replacement of goods lost or stolen. Any equipment brought onsite from an external source must be tagged and tested. All secondary service suppliers (contractors) must be pre-approved by C.ex Management and a mandatory induction performed. Contractors must also supply a current Certificate of Currency, if the company is not already a preferred supplier of the C.ex Group.

## **FOOD AND BEVERAGE**

Under no circumstances is it permissible for the client or guests of a function to take food or beverage product on or off the Club premises unless prior consent has been granted by Club Management. This includes cakes, which can be ordered in house. The only exception are Wedding or special celebration cakes, which must be made and delivered by a commercial kitchen. This conforms with the current NSW Safe Food Standards for a licensed venue. In adherence to Club Policy, beverages must be consumed in the outlet purchased, and cannot be taken to other areas of the Club.

## **LIABILITY**

The C.ex Group accepts no liability for the loss, theft or damage of members or invited guests' personal belongings before, during or after functions on the Club premises. For special corporate functions a copy of the organisations Public Liability Certificate will be required and kept on file on the Club premises. The organisation will be notified.

## **ADVERTISING AND BRANDING**

Any advertisement that involves the C.ex Group must be approved and signed off by the Sales and Events Department before publication. All advertisement of C.ex Group hosted functions must include the C.ex Group logo. You can obtain a copy of the logo by contacting your Sales and Events Coordinator. We kindly ask that you refer to us as C.ex Coffs, C.ex Woolgoolga or C.ex Urunga ensuring the ex are lowercase, in any promotional material, such as invitations, posters or on social media.

## **RESPONSIBLE SERVICE OF ALCOHOL**

A strict Responsible Service of Alcohol policy applies at all times, and any person, member or guest in breach of such rules, laws or By-laws will be requested to leave the premises. In the event of a person/s being removed from Club premises, no refund shall apply.

To comply with NSW take away laws, any prize or gift that contains alcohol must be wrapped and not taken off the premises after 11pm. If your guests are not expected to leave the venue until after 11pm, any prizes or gifts that contain alcohol must not be handed out at the event. In this case, the client must hand over the prizes and gifts containing alcohol to the Function Supervisor, who will arrange for the product to be available for collection the following day.

In compliance with the NSW Take Away laws, the client is also not permitted to take alcohol off the premises after 11pm.

## **SECURITY**

For functions where a group of minors are likely to attend, and alcohol is being served, it is compulsory for a security person/s (1 for up to 100 guests) to be in attendance for the duration of the function. Under age guests must be accompanied by a parent or legal guardian.

For functions of 100 guests or more with alcohol is being served, the Club requires a security person/s to be in attendance for the duration of the function (1 per 100 guests). The person/organisation arranging the function will be responsible for the cost of any security personnel required.

## **RULES AND BY-LAWS**

All persons attending the function, members and invited guests are to adhere to the Rules and By-laws of the C.ex Group as specified by the Board of Directors. The Club reserves full authority to refuse entry to any function by a person/s or member as it deems fit.

## **CLEANING SURCHARGE**

A cleaning surcharge of \$250 will apply if the function space hired is left in an unsatisfactory manner.

## **PRICING**

All prices listed on all menus are subject to change without notice. Functions conducted on Public Holidays and Sundays will attract a 25% loading surcharge on all costs.

## **DELAYS / TIMINGS**

Any delays of over 1 hour past the confirmed food service time will incur a 10% fee on the total food bill.

## **DECORATIONS**

If you are having decorations for your event, please advise your Sales and Events Coordinator for prior approval. The principal client may incur a charge for using decorations that have not been approved. A cleaning fee may require to be added for certain decorations or products.