



Terms and Conditions

Tentative Bookings

Enquiries for venue availability dates occur regularly. These are simply enquiries and do not constitute a tentative booking until acknowledgement of a tentative booking is given in writing (by email or otherwise). If we receive another enquiry for a tentatively booked space, we will endeavour to contact you to ask for confirmation. We may set a deadline for confirmation of any tentative booking and we reserve the right to cancel a tentative booking at any time in our discretion.

Confirmation

If you want to go ahead with your booking you must indicate to us in writing, by email to the Venue Liaison or by return of a completed booking sheet. In most cases, a deposit will be required to confirm a booking. If that is the case, you will be informed by TW Events and Incentives and an invoice will be issued. If a deposit is requested, the booking is not confirmed until the deposit is paid. The deposit is refundable at our discretion only. For short lead up events, we may waive the deposit, in which case the booking will be confirmed when you indicate an intention to confirm and we accept in writing. Confirmation of a booking amounts to an agreement to hire subject to these terms and conditions. The parties to the agreement are TW Events and Incentives ("the Venue"), and the person or organisation identified as the billpayer on the booking sheet and/or run sheet ("the Hirer").

Booking sheets

The booking sheet indicates your requirements for rooms and services. We may make recommendations that differ from the booking sheet and will seek your agreement in writing. We will communicate with you about your requirements in the lead up to the event but we cannot guarantee your requirements will be met if the end requirements differ significantly from the booking sheet details or other agreement. We reserve the right to reallocate function rooms at our discretion whilst ensuring that your agreed requirements are met.

Finalisation

Upon finalisation of all details including final billable numbers, catering requirements, timings, room set up, and AV requirements, the Venue will provide to you a draft a run sheet. The run sheet must be confirmed by you in writing at least ten working days ahead of the event. Once the run sheet is confirmed the event is finalised. Upon finalisation the Hirer is liable to pay for all venue hire fees, equipment, food & beverages and services booked. Any changes after finalisation are at the Venue's discretion. You may only use the venue to stage the event as described in the run sheet.

Payment

Unless otherwise arranged, we will issue an invoice soon after finalisation of the run sheet for the total sum shown on the run sheet. Payment must be received before the date of the event. A wash-up invoice will be issued after the event to cover the bar tab and any extras. Payment can be made by cash, direct credit, credit card or cheque. Credit card payments incur a 2% surcharge. One bill payer only per event unless otherwise arranged with the Venue Liaison at the Venue's discretion. Any refunds are at the Venue's discretion only.

Payment Schedule

Larger, more complex events may be subject to a payment schedule at our discretion. This will be discussed with you in the early planning stages and a contract containing the payment schedule drawn up. The schedule may include pre-payment of third-party supplier estimated costs. Any refunds are at the Venue's discretion only.

Cancellation

All cancellations must be confirmed in writing (by email or other means). If the event is cancelled within ten working days of the date of the event, the total price as shown on the run sheet as at the date of cancellation (total venue hire fees and total estimated services) may be payable, at the Venue's discretion.

Price Variations

All prices are current at the time of quotation; however food, beverages and other costs are subject to change. In the unlikely event that quoted prices change, we will notify you prior to your event.

Surcharges

Extra charges may apply for functions scheduled on Public Holidays or where the event extends beyond midnight prior to a Public Holiday. Your Venue Liaison will pre-advise.

Duration of hire

TW Events and Incentives offers room hire rates and packages based on time of day and duration of hire – we have half day rates, full day rates and evening rates. Half day rates apply only to events of less than 4 hours duration which occur either before or after noon, with no break-out space required for lunch. Full day rates allow for an event to take place any time between 7.30 am to 5 pm. Evening rates allow for an event to take place any time between 5 pm to midnight. If you require additional time either earlier or later than these timeframes you must pre-arrange this and will be charged \$50.00 per hour or part thereof for after-hours staff attendance. Due to license restrictions, and out of respect for our residential neighbours, all bars must close at 11.30 pm and all events must wrap up by midnight. The venue must be completely vacated at the end of the duration of hire. If your event overruns you may be asked to vacate or you may be charged \$50.00 per hour or part thereof overrun fee. If you and/or your suppliers require access to the room to pack in before the event or pack out after the event, additional room hire fees may apply. Please discuss with your Venue Liaison.

Unauthorised Billable Items

Unless otherwise agreed in writing, the Hirer will be liable for all charges incurred by the Hirer or the Hirer's agents during the course of the function.

Food & Beverage

Only food and beverages purchased from our caterers can be consumed on our premises and no food or beverages may be removed from our premises. Our caterers hold the liquor licence and we will support them to ensure the sale, supply and consumption of alcohol is undertaken safely and responsibly and the harm caused by the excessive or inappropriate consumption of alcohol is minimised.

Bar Tabs

At the discretion of the caterers you may arrange a bar tab. The final cost of beverages on a bar tab will be quantified after the event. The caterers will, to the best of their ability, run the bar tab according to the limits you put on it (as described on your run sheet), but the bar tab is ultimately the Hirer's responsibility and all drinks charged on it will be added to your invoice. For some events, we may request pre-payment of a percentage of the estimated bar tab. Your Venue Liaison will advise.

Deliveries

The Venue Liaison is to be notified of any intended deliveries. The Venue will not be responsible for, and may not accept, packages, parcels or equipment that arrive without prior notification. All deliveries must clearly state the company or function name and the date of the function. Surcharges for handling deliveries may apply.

Property

The Venue is not responsible for loss or damage to any property brought on to the venue.

Reasonable care

All reasonable care is to be taken in the use and occupation of the venue to ensure the venue is left in the same condition upon completion of the event as it was at the commencement. In this regard, any persons using the venue in the course of the event shall not permanently mark, paint, drill or otherwise deface any part of the venue or make any alteration to the structure, fittings, decorations, or furnishings. If paint is removed from the wall due to sticky substances being stuck to it, the Hirer will be billed for damages. Additional fees may be charged for any unreasonable soiling of any part of the venue, including exterior pavements.

Proper Conduct

The Hirer must conduct and manage the use of the venue in an orderly and lawful manner and shall remain responsible for the conduct of its employees, contractors, agents, guests and ticket holders and shall ensure none of them behave in any riotous, offensive or disorderly manner (including drunken behaviour) or in such a manner that is likely to cause danger or annoyance to other members of the public or damage the reputation of the Venue (including excessive noise and nuisance to our residential neighbours).

Suppliers

If you wish to employ any outside suppliers to provide AV, entertainment, theming or any other services, you must seek the Venue's permission for that supplier to be on site, come to an agreement with the Venue regarding the exact times the supplier will be on site and provide a detailed plan of the intended work. The Venue must get adequate notice of any persons intending to do any work on site as our Health & Safety Policy requires us to induct those persons on site. We reserve the right to decline any supplier access to the site or to instruct any supplier to cease work on site at our discretion. TW Events and Incentives has a list of preferred suppliers who are trusted, familiar with our venue and have already been inducted as per our Health & Safety Policy. We can provide you with our preferred supplier's details on request.

Administration Fee

The TW Events and Incentives team has a wealth of experience theming events and organising audio-visual instalments, special lighting and entertainment. We offer a service whereby we work with you to identify your requirements and then we liaise with our recommended suppliers to scope the job, obtain quotes, and deliver the vision. We will coordinate with the supplier regarding access to the site and pack in and pack out timeframes. This service is optional and the fee for this service is 15% of the supplier's final GST inclusive bill for all work done.

Health and Safety

The Hirer must comply with all prevailing Health and Safety legislation as well as our Health and Safety policies including those set out in the Site Induction document or communicated to you on site.

Liability and Indemnity

To the fullest extent permitted by the law the Hirer indemnifies the Venue from and against all claims, damages and liabilities (including legal fees on a solicitor client basis) however arising out of any breach of the Hirer's obligations under the agreement to hire including without limitation any claim, loss or damage caused or contributed to by the Hirer, or any of its employees, contractors, performers, guests or agents. The Venue shall not be liable to the Hirer under contract or tort or otherwise for any indirect or consequential loss arising under or in connection with the agreement to hire. Despite anything else contained in these terms and conditions, the extent of the Venue's aggregate liability to the Hirer under the agreement to hire for any loss, damage, claim or expense (whether due to the Venue's negligence or otherwise) is limited to the amount of the venue hire fee.