

TERMS & CONDITIONS



FUNCTION TERMS AND CONDITIONS

We would be delighted to have you at The Friend in Hand Hotel, Glebe for your next event.

The Terms and conditions which will be applied to your function are outlined below. All Terms and Conditions are subject to change. All guests are subject to Friend In Hand House Policy which can be provided upon request. All guests are subject to the Covid-19 Management plan conditions - please see attached Covid-19 function booking forms. Should you have any questions, please don't hesitate to contact us on (02) 9660 2326 or e-mail us at friend@friendinhand.com

BOOKING CONFIRMATION AND DEPOSIT

A booking will be confirmed by signing the Terms and Conditions of hire as well as payment of the requested deposit. A tentative booking will be held for up to 14 days after initial enquiry after which, management reserves the right to cancel the booking and allocate the booking to another client. Payments can be made via cash or credit card. CANCELLATION

We appreciate that circumstances may occur which could make it necessary for an event to be cancelled or postponed. In the event of a cancellation the following conditions occur: ** 14 days notice of scheduled event - 50% of deposit is refundable ** Less than 14 days notice of scheduled event - deposit is non-refundable Bookings made for November and December will not receive a refund if cancelled after September 1st. Please inform your co-ordinator of any cancellations as soon as possible to ensure we can effectively reschedule or cancel your event.

PRICING AND PAYMENT

All prices in the functions package are inclusive of GST. 50 % deposit is required to secure your booking. Although every effort is made by Friend in Hand to maintain menu prices as printed, price variations may occur and are subject to change. FINAL PAYMENT This payment is required three (3) days prior to your event. Any additional charges incurred between this time and throughout the duration of your event will be charged and finalised on conclusion of your event.

FUNCTION REQUIREMENTS

Information regarding room set-up, audio visual requirements and catering is to be finalised at least 10 days prior to the scheduled event and 14 days during November and December. Any changes to requirements requested within this time frame will need to be discussed with your co-ordinator and may be subject to additional fees. It is advised that all AV requirements be tested for compatibility at least 3 days prior to the event.

FOOD AND BEVERAGE POLICY

Due to the nature of the Hotel's licence and policies, we are unable to permit patrons to bring food or beverages onto the premises. Similarly, no food or beverages can be removed from the premises. Celebration cakes are exempt from this rule as well as gifts containing liquor, as long as they remain unopened for the duration of the event.

RSA POLICY

Responsible Service of Alcohol applies to all functions. All hotel staff are trained in Responsible Service of Alcohol and are supported by management in the practice of enforcing relevant legislation to the service and supply of liquor. All guests must adhere to the current laws of the NSW Liquor Licensing Department. Unduly intoxicated and disorderly patrons will be refused service and will be asked to leave the premises.

MINORS POLICY All

guests under the age of 18 must arrive and be accompanied by a parent or legal guardian and remain in the function area at all times If a guest fails to provide correct proof of age, they will be considered a minor. Additionally, minors must wear a wristband to ensure they are easily detectable and will not be served any alcohol. Should a minor remove their wristband or be caught consuming alcohol, the minor and his/her parent or guardian will be asked to leave due to hotel policy.

EQUIPMENT AND ENTERTAINMENT POLICY

All entertainment requested will be at the expense of the client and is subject to approval from management. Any equipment/entertainment used in the room must comply with any Government Regulations. You are welcome to supply additional decorations to compliment your chosen theme. Please confirm with management before attaching any fixtures to walls or ceiling as the use of nails, staples and tape is subject to approval. Any damage caused to hotel property and fittings will be the financial responsibility of the client. The Friend in Hand will not accept any responsibility for damage, or loss of, any client's property left in the premises prior to, during or after an event.

AGREEMENT

I hereby acknowledge and agree to the above terms and conditions.

SIGNATURE

NAME

DATE