

# TERMS & CONDITIONS

We make every effort to ensure that our patrons and function guests have a wonderful event at The Astor. We put the safety of our guests and staff first at all times.

## **PLEASE READ CAREFULLY THE TERMS AND CONDITIONS OF BOOKING THE ASTOR HOTEL.**

### **BOOKINGS**

A tentative booking is only secured and confirmed once a \$300 deposit has been paid and completed booking confirmation form has been returned. Tentative bookings are held for **five (5) days only**, after which we reserve the right to re-book the room without notice.

A room hire charge of \$300 or the difference between your spend and the minimum spend, whichever is the greatest in addition to your function charges will be payable if the minimum spend is not reached as agreed with management on the booking confirmation form

### **CANCELLATIONS**

Confirmed bookings cancelled 60 days prior to the event will forfeit deposit

### **FINAL NUMBERS & REQUIREMENTS**

Final numbers and food selection are required 10 days prior to your function. We reserve the right to move your function to an alternative room should numbers fail to meet the minimum numbers required. The final numbers and food selection provided 10 days before your event will be charged for with no exception. Minimum numbers & spends apply to all food and beverage packages. All dietary requirements are required 10 days prior to your event. All guests must be catered for with cocktail food or set menu options

### **MINIMUM SPENDS**

Minimum spends apply to all function rooms, contact our function manager for details

### **AV EQUIPMENT**

We endeavor to help in any way that we can to organise audio visual (photos/music) set up for your function. However, all photos, videos and music must be tested prior to the event

We will not accept responsibility for problems arising from no prior testing

**All music, including DJ's, must plug into our in-house system**

**NO Smoke or Haze Machines**

**Please note NO SPEAKERS are to brought on to the premises for any reason**

### **DECORATION**

You may decorate your function room. Only Blu tack must be used to adhere any decorations to walls or fixtures. **We DO NOT permit the use of STICKY TAPE, GLITTER, CONFETTI, SCATTERS OR LIVE CANDLES.** If glitter, confetti or table scatters are used there will be an additional charge of \$100 for cleaning without exception.

Management must be informed for any outside hire items.

Any balloons left on premise will be popped

### **BYO**

No outside food or drink is to be brought to the event. A celebration cake is permitted. There is no cakeage fee if you are to cut and serve yourselves. The hotel will provide cake knife, plates and cutlery. A fee will be charged if the hotel is asked to cut and serve the cake

### **CLEANING**

General cleaning is included in your room hire. If extra cleaning is required, the organiser may be charged a fee. You will be notified within 24hrs of your function and invoiced with payment due within 48 hours

(A \$100 cleaning fee will automatically be applied to your account without exception for any glitter, confetti balloon pops or sticky tape used)

Initial \_\_\_\_\_

# TERMS & CONDITIONS

## **GOODS/PROPERTY**

The Astor Hotel will not be held responsible for any goods or property on the premises before, during or after an event. The owner leaves their property at The Astor at their own risk. All property must be collected between 9am and 10am the following day of your event. Management must be informed if goods are to be dropped off prior to your event

## **DAMAGES/THEFT**

If damages are incurred, the function organiser is held solely financially responsible. Nothing may be adhered with sticky tape. If a guest is found to have damaged or stolen The Astor Hotel's property, the organiser will be charged and in extreme cases, the appropriate authorities will be notified. Excessive glass breakages will be charged to the function organiser

## **RESPONSIBLE SERVICE OF ALCOHOL**

The Astor Hotel and its staff provide responsible service of alcohol at all times, for the safety of the staff & patrons of the hotel. Wine & spirits will only be served by the glass. We reserve the right to refuse service to anyone deemed to be unduly intoxicated. Any guest who is found to supply a minor or intoxicated person with alcohol will be removed from the premises without exception

## **SAFETY OF PATRONS & STAFF**

We reserve the right to remove any individual who is unduly intoxicated or acting in an objectionable manner, close a function early if a number of guests are intoxicated or acting inappropriately, or posing a risk to others safety. Any patron who shows aggressive, intimidating or objectionable behaviour to any staff member will be removed from the premises immediately. The Astoria Balcony access may be revoked during a function if management deems the noise levels to be excessive or if objects are thrown off the balcony. The person/s will be removed and/or the function may be shut down

**SECURITY** - Security will be booked at management discretion and, in certain cases, functions will be charged a fee to hire security

## **BUCKS SHOWS**

Please contact the functions coordinator to discuss separate terms and conditions

**18th BIRTHDAY'S** We do not accommodate 18th birthday parties

## **PAYMENT OF YOUR ACCOUNT**

Payment is required in full by the end of your function. We do not invoice for post payment, nor do we accept personal cheques. Any additional charges for damage, theft or excessive cleaning will be invoiced 24hrs after the event & payment due in 48hrs. **Please be advised that all card payments will attract a surcharge of 0.76%.** Cash is welcome as an alternative payment, or prior direct debit payment. Payment not made in full on completion of function will forfeit deposit without exception

## **AGREEMENT**

You accept that The Astor Hotel has a responsibility to its staff and patrons to provide a safe and secure environment, and that The Astor staff will provide responsible service of alcohol without exception and have the right to refuse service to and or remove anyone who we believe is unduly intoxicated. You also accept that we have the right to close down any function with full payment due on non-compliance of the above conditions

Please note that prices and products are subject to availability and may change or alter without notification

All public holiday bookings attract a 15% surcharge on total account without exception

Initial \_\_\_\_\_

# BOOKING FORM

**By signing the booking confirmation you accept and agree to all terms and conditions outlined on the previous pages**

**Please note that due to responsible service of alcohol ALL guests must be catered for with cocktail food or set menus options**

FUNCTION NAME: \_\_\_\_\_ ORGANISER: \_\_\_\_\_

EMAIL: \_\_\_\_\_ PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ STARTING TIME: \_\_\_\_\_

DATE OF FUNCTION: \_\_\_\_\_ FINISHING TIME: \_\_\_\_\_

EXPECTED NUMBER OF GUESTS: \_\_\_\_\_ MINIMUM SPEND: \_\_\_\_\_ \$300 DEPOSIT REQUIRED

TYPE OF FUNCTION:  COCKTAIL  SIT-DOWN  OTHER

FUNCTION ROOM:  ASTORIA  ATRIUM  GILLES  MIDWICKET  PULTENEY

METHOD OF PAYMENT:  CASH  CARD  BANK TRANSFER - BSB: 015 311 ACC: 2898 65944 (Please send a confirmation)

CREDIT CARD PAYMENTS ARE WELCOME VIA PHONE IF PREFERRED

NAME ON CARD \_\_\_\_\_ CARD NUMBER \_\_\_\_\_ CVV NUMBER \_\_\_\_\_

CARD TYPE \_\_\_\_\_ EXPIRY DATE \_\_\_\_\_ AMOUNT \_\_\_\_\_

I am the authorised owner of this credit card and I authorise The Astor Hotel management to process payment of above amount from my credit/debit card

**I hereby agree with Terms & Conditions of The Astor Hotel**

**SIGNED:** \_\_\_\_\_ **PRINT NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_