

CORPORATE TERMS & CONDITIONS

Availability

If through circumstances beyond the control of the Mawson Lakes Hotel & Function Centre (MLHFC), the room hired becomes unavailable, the venue reserves the right to relocate the function to another room, within the premises. If the area cannot be made available to the hirer on the requested date, due to industrial dispute, fire, flood or any other act of God, the MLHFC shall not be liable for any loss, and/or injury suffered by the hirer, as a result of the unavailability of the venue.

Room Allocations

Room allocations are not made until 1 week prior to each event. Requests for specific room/s will be noted, but cannot be 100% guaranteed. Whilst we will do our best to accommodate such requests, the final decision is up to Management discretion. Room layout must be confirmed 14 days prior to your event.

Equipment Hire

All equipment and entertainment hire provided by the MLHFC is at an additional cost – POA. If providing your own entertainment such as an I-Pod, DJ or Band, you/they are required to supply all necessary cords, speakers and associated equipment. If a portable bar is requested, a setup fee of \$150 per keg is applicable, plus the cost of the beer. Setup / floor plan of your room must be given to Management 14 days prior to your event.

Bookings / Deposit

Please be aware that bookings are not confirmed until a deposit has been received AND the terms and conditions have been signed and returned. Alternatively, you can confirm your dates by providing your credit card details which will be held as security. Deposits must be received 14 days after initial booking to confirm your booking, if a deposit is not received, and/or the signed terms & conditions are not returned, your room may be booked out to another customer without notice to you. Deposits can be paid by cheque, credit card, EFT or cash. The deposit required is either the room hire amount or 10% of the quoted function total, whichever is greater. A security deposit (bond) may also be required at the discretion of Management.

Final Numbers

Final minimum numbers must be confirmed 14 days prior to your function to allow for correct catering and staffing purposes. If numbers on the day are less than what was confirmed in your Banquet Event Order and 14 days notice has not been given by the client, the full payment quoted will be charged and the client will not be entitled to a refund of any money's already paid. NOTE: Catering numbers are required to be the same numbers to be setup for (they can be higher), otherwise an additional setup fee may be applicable.

Menu and Beverages

Food and beverage selections must be finalized at least 14 days prior to your function. This needs to include any special dietary requirements (i.e. vegetarian, gluten free, etc). All food must be served before 10pm. Platters will be offered to you and your guests and then placed on a specific food table/s for your guests to enjoy. Tea and coffee is served buffet style in the foyer. If tea and coffee is requested to be setup and served in a function room, a surcharge of \$1pp is applicable.

No outside catering is allowed to be brought onto the property (the only exception to this is a celebration cake where a \$45 cake cutting fee is applicable), nor is any food or beverage allowed to be taken from the MLHFC. All celebration cakes must be assembled by the client or a designated person on their behalf and if the cake is

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required to be cut, this can only be done by MLHFC staff (due to OHS, guests are not allowed to cut and distribute themselves). No BYO drinks are allowed. If a specific menu or beverage item is preferred, please contact the Meetings and Events Department to see if they can facilitate your request.

Payment

Full payment is required prior to, or on the day of your function. Methods of payment include most major credit cards, EFTPOS, cheque or cash. Any extra's that are required on the day of the function must be paid at the conclusion of the function, prior to the client departing.

Decorations

You are welcome to decorate the room yourself during regular opening hours only. Only Blu-Tac may be used to affix posters, streamers, etc to walls. If you wish to use glitter or scatters (or similar), a cleaning fee will apply. Naked flames and sparklers are NOT permitted (birthday candles are allowed, but only in the allocated cake position within each room)

Theming

Where stipulated that chair covers, sash's and/or table runners are included for decorations, these are included complimentary on the basis that the MLHFC has the colours required in stock. If a particular sash colour is required to be ordered/hired in on the clients behalf, or extra's of a particular sash colour are required, a \$2 surcharge per sash is applicable, plus a \$20 delivery fee. Multiples of 10 apply. White chair covers are available – POA. All goods remain the property of the MLHFC and if guests take any sashes, runners or chair covers away with them, the client will be charged for the goods taken. It is the client's responsibility to confirm colours and availability with the MLHFC 2 months prior to your event date.

Smoking / Fire Alarms

Smoking is not permitted anywhere inside of the Mawson Lakes Hotel & Function Centre.

Please note that any actions by the organisers, their guests, invitees, suppliers or any other persons attending the function that causes the fire alarm to be triggered including, but not limited to, the use of smoke machines, dry ice or sparklers will cause the MFS "call out fee" to be charged to your account.

Security

Additional security is available at \$50 per hour per security guard.

Cancellations

In the unfortunate event of a cancellation, the following will apply;

- All deposits are non-refundable
- All cancellations after deposit has been receipted or credit card details held incur a \$100 administration fee
- Cancellations must be received in writing by all parties concerned
- Any cancellation within 2 weeks of event occurring will be charged the full price for the event as per the Event Order, or as agreed by Management
- Cancellation of up to 4 weeks prior to the event date will result in the deposit being forfeited

Cancellations during peak periods may incur further charges due to loss of business.

Responsibility

The client will be responsible for any damages / breakages to, or sustained to the Mawson Lakes Hotel & Function Centre and / or equipment owned by, or sub-hired by the Mawson Lakes Hotel & Function Centre, by the client, invitees, external suppliers or any other persons attending the function, as determined by Management. The

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MLHFC will not accept any responsibility for any loss or injuries or death sustained by any person as a result of equipment installed at the venue by the venue or by the client or parties acting on behalf of the client. Patrons utilize the facilities at their own risk. The MLHFC accepts no responsibility for any goods or gifts at the function or any goods or gifts left behind at the conclusion of the function. Management reserves the right to exclude or eject any or all objectionable persons from the function and / or Hotel without liability and to cease or close down any function if;

- Misleading information is supplied upon booking
- The law or governing body acts / requirements are caused to be in breach by a guest or attendee of the function
- If any inappropriate behavior occurs towards other customers, general public, staff or any other Hotel representatives

This may also cause your security deposit to be withheld (if applicable).
Further charges may also apply due to damage or loss of business.

If the contact on the day is different to the client (organizer), it is the clients responsibility to communicate these terms and conditions to the alternate contact person/s and guests attending.

Changes to Setup

Setup is to be confirmed by the client 14 days prior to your event taking place. If a major change to event setup is required that is different to the final Banquet Event Order and/or floor plan provided, on the actual day of an event, or less than 48 hours notice has been given to Management, a minimum room alteration charge of \$100 per room is applicable. Examples are, but not limited to: changes to room setup and chair/table configuration or moving entirely to an alternate function room. Additionally, any task required and performed by our staff outside of their normal duties will incur a labour charge. Final pricing is subject to Management and may be more per room / operation undertaken.

Cleaning & Breakages

General cleaning is included in the cost of the event. If cleaning requirements following your function are judged by Management as excessive, additional cleaning charges will be incurred.

Confetti, table scatters, glitter cannons, smoke machines, dry ice and rice grains are not permitted in the function rooms at any times. Certain flower petals may be used at the discretion of management. This needs to be negotiated with your meetings and events coordinator before your event.

The client will be held responsible for any breakages or damage to any Mawson Lakes Hotel & Function Centre property.

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Prices, menus, room allocations and terms & conditions are subject to change without notice.

Please sign and return to accept the details and pricing with the terms and condition as state above either by fax, 08 8360 3599 or scan and email to functions@mawsonlakeshotel.com.au with 14 days to confirm your booking.

I, _____ (client)

of _____ (company)

hereby agree to the above agreement and conditions as stated within this document.

Sign: _____ Date: ____ / ____ / 20 ____

Deposit:

Method of payment for Deposit: (please circle and provide details where necessary)

Cheque Cash Credit Card (held as guarantee only)

Card number: _____ Expiry date: ____ / ____

Card Type: _____ Verification code / pin: _____

Final Payment:

Method of payment for outstanding balance: (please circle and provide details where necessary)

Cheque Cash Credit Card

Card number: _____ Expiry date: ____ / ____

Card Type: _____ Verification code / pin: _____

NOTE: Payment by cheque or EFT is required by MLHFC 5 working days prior to your event taking place to ensure sufficient funds have cleared and account has been processed accordingly.

EFT Details:

Bank: NAB
Name: Mawson Lakes Hotel
BSB Number: 085 - 005
Account Number: 81-188-2908

Please email your remittance to: functions@mawsonlakeshotel.com.au
