



## **Terms and Conditions**

### **Tentative Bookings**

All tentative bookings will be held for a period of 7 days. Arrangements can be made through the Functions Coordinators to extend this period otherwise the booking will automatically expire. We will make all attempts to contact you if another enquiry is received for the same date. In this situation, if you wish to hold onto the booking, a deposit will be required within a 24 hour period.

### **Confirmation of Booking**

Confirmation of your booking cannot be assumed until your deposit is processed. Deposits are \$10pp for a sit down meal and \$5pp for cocktail style functions. We require your deposit within 7 days of making the booking. We request that a Terms and Conditions form be signed and completed and accompanied along with the deposit.

### **Cancellation**

In the event of a cancellation, deposits can only be refunded if 14 days notice is given. The Windsor reserves the right to withhold 50% of the function deposit if the cancellation is made after the 14 days.

### **Final Confirmations**

To ensure all your needs are met with efficient service and high catering quality, we request that confirmation of guest number, menu and beverage selections are advised no later than 7 days prior (10 days prior for Christmas functions) to your function date.

### **Final Payments**

Final payments of your function will be required on the day of your function. We accept MasterCard, Visa, Amex, Diners and Cash only (unless a cheque was approved by Function Coordinator prior to function).

### **Pricing**

The Windsor function packages are reviewed and updated on a regular basis and possible price increases may result. While every endeavour is made to maintain prices as quoted, market variations and unforeseen circumstances may result in cost increase. Should any changes occur within the coordination time of your function, you will be advised no later than 7 day prior to the function date. All prices are inclusive of GST. The Management at the Windsor reserve the right to increase prices.

### **Responsibility and Damage**

The Windsor Bar & Cafe does not accept responsibility for damages to, or loss of, any client's property left on the premises prior to, during or after a function. Organisers are financially responsible for any damages to property belonging to the Windsor, by the client or guests, prior to, during or after a function.

## **Duty of Care**

We have a duty of care to our clients and reserve the right for our Duty Manager and bar staff to refuse service of alcohol to persons he/she deems are intoxicated and may do harm to themselves, other patrons or property. If a function has purchased a bar tab, the Windsor still reserves the right to refuse service of alcohol to a member of the function if deemed intoxicated.

## **Security**

At all times, patrons must have access to their current photographic identification. Failure to show this ID, on request, may result in admittance to the venue being denied. Security staff, at their discretion, has the right to refuse entry to any person. Security have the right to remove any patron from the premises should they be acting in an inappropriate manner.

**Patrons under the age of 18** must be accompanied, at all times, by their parent or legal guardian. Minors will be entitled to remain on the premises until 10pm if they are part of a function so long as they remain within the confines of the function area at all times and are under the strict supervision of their guardian. Minors are required to be accompanied to the toilet by an adult.

## **Noise Levels**

Due to our close proximity to residential areas, we are obliged to maintain reasonable noise levels. Noise levels will be adjusted during functions if required and we appreciate that guests understand and respect the decisions made. We hold good relationships with our neighbouring residents which we wish to maintain.

## **Entertainment/Decorations**

We are more than willing to assist in organising the finer points of your function in whatever way possible. We do not authorise our guests to supply their own music as we have live music and djs.

We are happy to allow you set the atmosphere to suit your function however the Windsor will not allow guests to fix, in any way, decorations and/or signs to the establishment walls or its fittings.

## **Audio Visual Equipment**

We do not supply laptops, projectors or screens (in Bali Room & Singapore Room). Contact Function Coordinators if you would like to discuss further or if you have arranged equipment hire.

## **Smoking**

The Windsor is a non smoking venue with smoking only permitted in our Garden Bar and Mends St Bar outdoor areas.

## **Type of Function**

We are unable to cater for Bucks Nights, 21<sup>st</sup> Birthday Celebrations and Gaming Nights.

## Confirmation of Function Booking

After reading our Terms and Conditions, please complete and return to ensure confirmation of your reservation.

### Personal Details

Event organiser: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: (h) \_\_\_\_\_ (w) \_\_\_\_\_ (m) \_\_\_\_\_

Email: \_\_\_\_\_

### Function details

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Type of function: \_\_\_\_\_

Guest number: \_\_\_\_\_

Contact on the day: \_\_\_\_\_

### Payment

Paying: deposit \$ \_\_\_\_\_

or

total balance \$ \_\_\_\_\_

Method: cash / credit card / cheque (must be approved by the function coordinators)

Credit Card Details:

Visa / Amex / MasterCard / Diners

Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiry: \_\_\_\_\_ Verification Number: \_\_\_\_\_

Authorisation Signature: \_\_\_\_\_

*NB If paying cash or cheque, we still require credit card details for any unsettled balances post function. This information will be destroyed after the date of your function.*

I have read and understood the terms and conditions as outlined in the Windsor Terms and Conditions and accept responsibility, abiding by these terms.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_