



Standard Terms and Conditions

Catering services and venue facilities are hired under the terms and conditions set out below and as described in relevant documentation. The payment by any party of any fees and charges for such catering services and venue facilities will be deemed an acknowledgment and acceptance by such party of these conditions.

1. Quotation

Written quotations will remain valid for thirty (30) days from date of issue.

2. Tentative Bookings

Events can be tentatively booked and held for a period of two weeks (14 days). If confirmation is not received at the close of business on the twelfth day, we will assume that you no longer require us to hold this date; therefore it will be released and become available to others.

3. Prices

All venues have minimum spend requirements for certain times and dates. These requirements will be advised prior to the confirmation of your event. While all attempts are made to maintain published prices, they may be subject to change at the discretion of venue management. Clients will be informed of price changes prior to the event date. Prices quoted include GST unless otherwise specified.

4. Confirmation of Booking

Confirmation of your event will be upon receipt of the signed terms and conditions and payment of the required deposit by the specified date. Failure to adhere to this procedure may result in venue cancelling the event and/or venue hold.

5. Confirmation of Guest Numbers

Estimated guest numbers are required fourteen (14) days prior to the event.

The confirmation of **FINAL** chargeable numbers attending your event must be at least Five (5) working days prior to the event date. If the confirmed number of guests increases by more than 5%, a surcharge of 15% will apply on food and beverage charges for the additional guests. The venue will endeavour to accommodate any requests at late notice.

6. Payment Terms

- A deposit of 25% of the total quotation is required to confirm your event. Where any third-party services are booked on your behalf, an additional deposit may be required.
- Full payment of all quoted prices (including estimated beverage costs, where applicable) is payable no later than Ten (10) working days prior to your event.
- Where applicable, the client agrees that final beverage consumption will be charged according to venue consumption records and payment is to be made at completion of the event.
- Payments can be made via electronic funds transfer, company cheque (with prior approval), bank cheque, credit card or cash.
- **STANDARD CREDIT CARD TRANSACTIONS WILL INCUR AN ADMINISTRATION CHARGE OF 2% AND PREMIUM CARDS 3% SURCHARGE.**
- The venue reserves the right to charge interest at the rate of 10% per calendar month on any unpaid amounts following completion of the event.

7. Additional Beverages

The Client agrees that the person nominated as signatory on the event confirmation may, on the event date, authorise the venue to supply beverages in addition to those specified in the event confirmation and agrees to pay the charge levied by the venue in respect of any additional beverages upon completion of the event. The Client further agrees that the venue shall not be obliged to supply any such additional beverages unless the venue is satisfied that the supply of such beverages is authorised pursuant to this clause.

8. Staff Charges

All quotes include standard staffing levels to deliver your event.

- If additional staff are requested an appropriate charge will apply.
- If your guest numbers fall below the set minimum, staff charges will apply.
- A public holiday cover charge of \$20.00 per guest applies to events occurring during that time.
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9. Minimum Charge

- A minimum charge of 85% is required for all events. (e.g If your event is 100 guests the minimum catering would be for 85 guests)

10. Cancellation

All cancellations must be made in writing and at the discretion of Fine Spun Group, will incur the following charges.

- a) If cancellation occurs more than a year prior to the event date, 100% of the deposit will be refunded.
- b) If cancellation occurs within a year of the event to 6 months prior, the cancellation fee will consist of the total deposit.
- c) If cancellation occurs within 6 months of the event to 3 months prior, the cancellation fee will consist of the total deposit plus 25% of the projected minimum spend.
- d) If cancellation occurs within 3 months of the event to 1 month prior, the cancellation fee will consist of the total deposit plus 50% of the projected minimum spend.
- e) If cancellation occurs within 1 month of the event to 14 days prior, the cancellation fee will consist of the total deposit plus 75% of the projected minimum spend.
- f) If cancellation occurs within 14 days of the event, the cancellation fee will consist of the total deposit plus 100% of the projected minimum spend.
- g) In addition to the cancellation charge, the client will be liable for any cancellation fees incurred by the venue for services contracted and/or deposited on your behalf, where the venue and/or third party supplier applies a cancellation fee.
- h) The venue assumes no responsibility for circumstances beyond the venue control, which prevent the venue from fulfilling its obligations.
- i) beyond the venue control, which prevent the venue from fulfilling its obligations.
- j) Fine Spun Catering or The Fine Line Function Centre hold no liability if a function or hiring of the venue needs to be cancelled by The Fine Line Function Centre or Fine Spun Catering. If an event has to be cancelled a full refund will be provided.

11. Delivery & collection of goods:

The venue will only accept delivery of goods on the day of the event and all goods must be collected either at conclusion of the event or by 10am the following day. All deliveries must be clearly marked with the name of the function or event. The venue will take all reasonable care but accept no responsibility for items delivered or left for collection.

12. Smoking at VENUE

Smoking is **NOT** permitted within the venue when using The Woolshed/ Silvergum Stables premises. Clients, their guests and staff may use outside areas.

13. Responsible Service of Alcohol/Disorderly Conduct

The venue has a Responsible Service of Alcohol Policy.

- Liquor will not be sold or supplied to a person under 18 years of age
- Proof of age must be provided on request
- Licensee will not permit intoxication or any indecent, violent or quarrelsome behaviour on the licensed premises

- Liquor will not be sold or supplied to any person who is at the time in a state of intoxication. Accordingly, patrons will be denied service if they are considered to be intoxicated and in accordance with the law, will be asked to leave the Venue.
- ***Please note beverage to cease 30 minutes prior to function end time***

14. Cleaning

The Client shall be responsible for the cost of cleaning which, in the opinion of the venue management, exceeds reasonable cleaning requirements for events in the nominated event space.

15. Security

The safety of our guest and staff is of the up most priority of the venue. Security personnel will be engaged at the discretion of management.

Subject to the event, type and number of guests.

16. Compliance

The Client is not permitted to exceed any noise levels, which, in the opinion of the venue, may disturb other guests of the venue, local residents or disrupt the normal operations of the venue. The Client must ensure that they and the guests at their event do not breach any statutes, by-laws or regulations including the venues liquor license and fire regulations.

17. Insurance

- The venue holds a Public Liability Insurance for a minimum level of cover per claim of \$20 million
- The venue maintains all insurances that are reasonably necessary to the organisation, administration and operation of the venue.
- Any additional insurance costs will be passed on to the client.

18.(a) Damages

Neither the venue nor any alternate venue booked on behalf of the client shall be liable for any loss or damage sustained by the client or by any person, firm or corporation supplying any client. The client shall be responsible for the cost of making good any damage or loss caused to any Venue booked on behalf of the client and the venue buildings, furniture, fittings and equipment arising out of and in the course of the client's events. Your credit card details will be taken and kept for insurance of any damages incurred on night of the event. This includes glasses and crockery. Credit card details will be deposited once event is completed and if need be damage charged to credit card.

(b) Bond

For certain types of functions it may be required for the client to place in trust a bond. You will be advised of this prior to confirming the event. The bond is security for any damage to the building and/or breach of conditions of hire. The total bond will be refunded to the hirer, provided the hirer has complied with all aspects of the conditions of hire. Should the cost of repairing damage to the property exceed the bond, the hirer shall pay additional costs. The costs of extra cleaning as a result of the function will be deducted from the bond. An account for additional costs will be forwarded within 30 days. The bond will be returned no sooner than 7 days after completion of the event.

19. Indemnity

The client uses and occupies any venue booked on their behalf by the venue at their own risk. The client hereby indemnifies the venue and agrees to keep the venue indemnified against all actions, suits, proceedings, claims and demands, costs and expenses whatsoever which may be taken or made against the venue and/or incurred arising out of injury or damage to any person or property from or during the use of the venue facilities.

20. Venue Specific Terms & Conditions

In instances where the venue books alternative venues on behalf of the client, the client is also bound by the venue terms and conditions. Payment of any fees and charges for the venue catering services and the venue facilities shall be deemed to be an acknowledgment and acceptance of those conditions.

A copy of the venue specific terms and conditions are available from the venue on request.

21. Agency

Unless otherwise agreed, the party which signs these terms and conditions will be the party responsible for payment of the event charge. If the event is being booked by an agent on behalf of a third party, the third party must also sign these terms and conditions. Alternatively, the agent must provide the venue written authorisation from the third party

which confirms the agent is authorised to sign these terms and conditions and acknowledges that **NO** commission, incentive or fee may be payable by the venue to the agent.

Venue Information

1. Deliveries

All vehicle deliveries to The Woolshed/ Silvergum Stables must be organised prior to event date. If a delivery is to be made after this time, please notify venue management to organise a time. Venue may be able to have access the day prior, speak with venue management for details.

2. Event set up Early Access

The earliest access time to the venue is from 9.00am. Exceptions can be made for day prior set up.

5. Decorations

Please note that all theming must be approved by the Venue Manager. Any signs, banners and decorations connected with the event must be approved prior to the event. Helium balloons must be weighted down and are allowed in the venue. No nails, screws, adhesives or fastenings may be driven into or attached to the walls, glass, mirrors, floors, furniture, fittings and equipment without the consent of Fine Spun Group management. In special circumstances, where approval has been granted by both the Venue and Fine Spun Catering management, Clients may provide agreed items that are complimentary to the event. In all situations, Fine Spun Catering accepts no responsibility for the product prior to, during, or post the event.

The Woolshed, Yallah has a strict 'no open flame' policy. Tapper candles and sparklers are strictly prohibited, votive candles (tealight candles) are allowed so long as they are encased in glass. These safety measures have been implemented due to the venue primarily being constructed of wood. Any queries please liaise with Fine Spun management.

All additional styling/ theming/ objects and structures must be approved by Fine Spun management prior to the event date.

6. Event Clearing Latest Access

All evening events must conclude by 12 midnight. And next day clean up can start as early as 8am, with permission from Fine Spun Management. Some events may require clean up the night of the event. Exceptions can be made, please refer to Fine Spun management.

7. Final Arrangements

We will contact you 4-6 weeks prior to your event to discuss the final arrangements. At this time we require menu confirmation, timings & floor plans. Ten (10) working days prior we ask that all arrangements are finalised and full final payment is required by this time.

Additional Requirements:

- Full guest list, alphabetically by surname with corresponding table number next to name.
- Guests list by table in order of sequence on table. Place cards should be in order of seating and batched into table numbers.
- Service personnel can be provided with a meal at a cost of \$40.00 per person. No alcohol will be served to these personnel unless specified and pre-paid by client.
- A children's menu can be provided, please see children's menu.
- Tables are oval and round shaped and can seat between 8 – 10 guests.
- Menu items may be subject to change due to seasonal availability of produce.

8. Additional staffing costs

If additional staffing is requested the following charges will apply:

	Mon - Sat	Sun	PH
Waitperson per hour-	\$40.00	\$50.00	\$60.00
Supervisor per hour -	\$45.00	\$55.00	\$62.00

Staff costs apply if the confirmed number of guests is below the following set minimum:

☛ Supervisor will be charged on functions 100 and above.

☛ Waitperson will be charged according to numbers per event.