

# HUNTER<sup>st</sup>★

*Hospitality*



## BOOKING AGREEMENT POLICY

### CONFIRMATION AND DEPOSITS

We require credit card details to confirm a private dining or event booking, which can be provided over the phone or emailed through via a secure link that we provide.

Bookings are confirmed via an emailed booking confirmation from our reservations system SevenRooms. This confirmation includes the date, time and location of the Event. For large scale events and larger private dining bookings whereby the minimum spend exceeds \$5,000, we will require a 50% non-refundable deposit to be paid via credit card or electronic funds transfer (EFT) to secure the space on the clients behalf. Paid deposits are non-refundable, however may be transferred to another venue/date should your Event not proceed on the scheduled date and sufficient notice of cancellation is given.

In instances where the signed Terms & Conditions and/or a deposit have not been received by the due date, Pacific Concepts & Hunter St. Hospitality reserves the right to cancel the Event held on the client's behalf.

### CANCELLATION

We require a minimum notice period of 5 DAYS NOTICE to cancel a confirmed Event. This request must be submitted in writing via email or advised over the phone to one of our reservations staff and must be outside of the notice period to not incur a fee. Cancellations within the 5 day notice period will incur a fee of 50% of the minimum spend forfeited.

### FOOD & BEVERAGE REQUIREMENTS

All food and beverage selections must be submitted 10 days prior to your booking date to ensure availability. All menus are subject to change, without notice, based on the seasonality and availability of produce. We will endeavour to advise all Clients / Organisers of any changes prior to an Event, however in certain instances this may not be possible.

Confirmed numbers of guests attending must be submitted 48 hours in advance of the booking, along with any final dietary requirements. Alterations to menus may be accommodated on certain occasions, however the Chef must have advance notice in order to ascertain if such requests are possible. With sufficient notice we are always able to accommodate dietary requirements.

ROCKPOOL  
BAR & GRILL



SPICE  
TEMPLE

ROSETTA



Fratelli  
Fresh



BEERHÜS



## **INDEMNITY & LIABILITY**

The client indemnifies Pacific Concepts & Hunter St. Hospitality against any and all damages caused during the Event by any of their guests, including but not limited to property damage, personal injury & loss of profits, indirect or consequential loss except to the extent of such damages are caused by the acts or omissions of Pacific Concepts & Hunter St. Hospitality. Damage to Pacific Concepts & Hunter St. Hospitality property is the sole responsibility of the organiser and we reserve the right to charge for any damage, excess cleaning, repairs needed to the credit card on file.

## **MINIMUM SPENDS**

Please note that all private dining and event bookings require a minimum spend on food and beverages to be reached, which is quoted and agreed to at the time of enquiry. If, at the conclusion of your Event this minimum amount is not reached, the final bill will be rounded up to this amount accordingly and the remaining amount charged as a room hire fee. The deficit is payable by you on the day of and immediately after the conclusion of the Event, by cash or credit card.

## **SERVICE CHARGE**

All group bookings incur a 10% Service Charge as a gratuity to the staff looking after the Event. The Service Charge is payable on the final food and beverage components of the Event. It is to be paid on the day of, and immediately after the conclusion of the Event by cash or credit card. The Service Charge is not included in the minimum spend quote.

## **PUBLIC HOLIDAY SURCHARGE**

All bookings that fall on a Public Holiday incur a 15% surcharge.

## **SETTLEMENT OF FINAL BILL / INVOICE**

Any deposit paid prior to the Event, will be deducted from the final bill. Hunter St Hospitality requires all final payment to be made in full, at the time the booking concludes by cash or credit card.

## **ACCEPTANCE OF AGREEMENT:**

By confirming your booking with us with credit card details you are accepting of and are bound by the terms and conditions as stated in this agreement.

