

Terms & conditions

TENTATIVE & CONFIRMED FUNCTION BOOKINGS

Tentative bookings will be held for seven (7) days & are not guaranteed. Should the booking confirmation form not be received within seven (7) days, Ballers Clubhouse reserves the right to cancel the tentative booking at any time, without further notice. A signed booking form with valid credit card details is required to secure your chosen function date/time and area.

CONFIRMATION OF BOOKING AND DEPOSIT

Tentative bookings are held for seven (7) days upon request and are not guaranteed. If another enquiry is made for the same date, we will contact you to check your intention prior to releasing the date. Should the booking form and deposit not be received within seven (7) days, Ballers Clubhouse reserves the right to cancel the tentative booking. Function bookings are only confirmed upon receipt of a signed booking form and a deposit of \$500 paid in full. This deposit can be made via credit card or EFT. Larger functions may require a larger deposit and this will be outlined in your booking form.

MINIMUM SPEND

The minimum spend as stated on your booking form must be met across food and beverages. In the case that the total food and beverage bill does not equal that of the minimum spend or higher, a room hire fee will be charged to make up the difference. Additional costs such as AV, decorations or anything outside of food and beverage do not count towards the minimum spend.

GUEST NUMBERS

Upon booking a function, you must give an accurate as possible number of guests attending the function and keep your function manager updated of any changed in the lead up. Final numbers must be confirmed with your function manager at least seven (7) days prior to your function date. This number will be the amount charged, regardless of how many guests arrive on the day. Last minute changed up to twenty-four (24) hours before your function will be considered but not guaranteed.

CATERING & FUNCTION DETAILS

Your menu selections, beverages, dietary requirements and any other requests and requirements are to be finalised no later than seven (7) days prior to the function. Failure to do so means your food and beverage selections may not be guaranteed and specific requests may not be able to be met.

PRICES

All prices quoted are inclusive of GST. Prices are correct at time of printing & are subject to change without notice. All credit card payments incur a 1% surcharge.

CANCELLATIONS

If a function is cancelled, the following terms are applicable depending on when the cancellation is made. All cancellations must be provided in writing to Ballers Clubhouse. Cancellations made twenty-eight (28) days or more prior to the function date will forfeit your deposit.

Cancellations made between fourteen (14) and twenty-eight (28) days prior to the function date will incur a fee of 50% of the minimum spend.

Cancellations made 14 days or less prior to the function date will incur the full cost of the minimum spend.

If the function is cancelled due to government enforced closures or in relation to a national health issue, Ballers Clubhouse will work with you to reschedule to a more suitable date, or if this is not possible, we can issue a credit voucher or refund, provided that relevant conditions are met.

CHANGE OF DATE

If you wish to change the date of your function after the deposit has been paid, Ballers Clubhouse will accommodate the change in the below conditions:

- The change is notified to Ballers Clubhouse no less than twenty-eight (28) days prior to the function date
- The venue is available for the new proposed date
- The new date is no more than six (6) months from the original date
- Minimum spends are still met. These may vary from the originally agreed minimum spend.

FUNCTION DURATION

The duration of your function is outlined in your function booking form. If you wish to hold the function longer than specified, this needs to be discussed with your function manager and is at their discretion. Additional minimum spends may apply for longer than standard function durations.

AUDIO VISUAL/ENTERTAINMENT/DECORATIONS

Some spaces include some audio visual equipment and this can be discussed with your function manager prior to your function. Additional costs may apply for use of certain AV equipment. Ballers Clubhouse have preferred audio visual, entertainment and theming suppliers and will be happy to obtain a quote for any of your additional function needs. If you wish to bring your own audio visual equipment, entertainment or decorations, please provide detailed information to your functions manager for review and approval. The request for your own suppliers must be received by Ballers Clubhouse in writing at least seven (7) days prior to your function.

BYO/CAKE

No food or beverage of any kind is to be brought into the venue to be consumed at any function, with the exception of a celebration cake. If you wish to apply for an exemption to this clause, you may do so in writing to your functions manager at least seven (7) days prior to your function.

BUMP IN AND OUT/ACCESS

For functions booking the exclusive use of a space, client or supplier access will be available thirty minutes before and after the function start/end time. Earlier access may be available dependant on other bookings and must be requested in writing to your functions manager at least seven (7) days prior to your function, but may not be approved until 48 hours prior to the function. Should an earlier access time be approved, additional fees may apply.

Full copy of T&C's can be requested and will be included on your booking form.