

## Sunmoon Resort Function Terms & Conditions

- 1. Tentative bookings:** This means we will hold the venue you require on a no deposit basis, giving you the opportunity to ensure that you can run on the chosen dates. If we should receive another enquiry from a client interested in the same venue you require, we will make contact with you and give 24 hours to decide if you wish to proceed. All bookings will only be confirmed once a agreed deposit has been received.
- 2. Confirmation:** Written confirmation of a booking must be received within 14 days of the original booking being made, together with the deposit and a signed copy of these terms and conditions. The resort reserves the right to cancel the booking and reallocate the function room if these requirements are not met.
- 3. Final Payment:** Full payment is required 7 days prior to scheduled function date on the basis of confirmed numbers. If payment is not received or function is cancelled within 3 or less days, 100% of the estimated value of the function will apply. Additional charges incurred at the functions are payable within 48 hours. Visa, Mastercard, Eftpos, direct deposit and cheques made payable to Sunmoon Resort are all acceptable methods of payment.
- 4. Final Attendance:** All final requirements are to be provided (along with rooming lists for residential conference packages) not less than one week prior to arrival. We will draw up an event order detailing all arrangements and all costs. Please return a signed copy, then all arrangements will be carried out as per the initial event order.
- 5. Compliance – Responsible service of alcohol:** The Sunmoon Resort complies with responsible service of alcohol. For functions providing alcohol, there is to food service for a minimum of half the service of alcoholic beverages. Clients will be responsible to ensure orderly behaviour of their guests and the resort reserves the right to intervene where it sees fit and to refuse to anyone suspected of being intoxicated.
- 6. Menu Selection:** Please advise your menu selection at least fourteen working days prior to the event to allow adequate time for ordering.
- 7. Public Holidays:** A 20% surcharge on the total function account is payable for all Public Holidays and New Years Eve. If your function extends into a public holiday, a labour surcharge will apply for all hours worked past midnight into the public holiday.
- 8. Liability:** If the resort has reason to believe that the function will affect the smooth running of the Resort's business, its security or reputation, it reserves the right to cancel the function without liability. The resort reserves the right to exclude or eject any and all objectionable persons from the function or resort premises without liability.
- 9. Cancellations:** All cancellations must be received in writing for a deposit to be refunded. A \$100 administration will apply. For cancellations of 60 days, the full amount of the deposit will be retained if we are unable to rebook the venue on the specified date. For cancellations of 30 days or less, charges for compensation for loss of business are at the general Managers direction – for up to 100% of the total function cost.

10. **Commencement and Vacating the Room:** The organiser agrees to begin the function and vacate the room at the scheduled times. In the event that the function should continue beyond the agreed finishing time and the following client is inconvenienced, the resort reserves the right to charge whatever costs are incurred to ensure the smooth running of that next function. Access to the function room prior to the booking for setup/decoration may require an additional payment for longer term hire.

11. **Pricing:** Whilst every endeavour will be made to maintain prices as printed, all prices are subject to alteration to allow for product availability and market cost variations. Goods and Service Tax is included in our pricing. Credit card payments over \$3000 will incur a 2% Credit card surcharge.

12. **Food and Beverages:** The Sunmoon Resort is fully licensed and under no circumstances are guests to supply their own food or beverage. Under the liquor licensing laws of Western Australia, the Sunmoon Resort has a duty of care to all of our clients and reserves the right of our Duty Manager to refuse alcohol to persons he/she deems are intoxicated and may do harm to themselves or other patrons or property. Patrons under the age are not permitted to consume alcohol on the premises.

13. **Function Hours:** Functions may begin at an agreed time, however music facilities must cease at midnight. Half Day function rates are at the discretion of management. One full day is considered from '0700 to 1700' or '1800 to 2400'. Functions requiring the venue in both of these times are required to pay for both Day and Night unless we authorise otherwise. For evening functions the service of alcohol ceases at 2300, with premises to be vacated by midnight.

14. **Decorations:** Any decorations supplied by guests must be of good quality with candles being non-drip and smokeless. No decorations maybe nailed, screwed, stapled or adhered to any surface within the function room that will cause damage. All damage caused as a result of decorations will be charged to the function organiser. Function staff are not permitted to decorate on behalf of guest.

15. **Music:** No amplified music is permitted in the resort.

16. **Insurance and Damage:** Sunmoon Resort does not accept responsibility for damage or loss of any client's property left in the function area prior to, during or at the conclusion of a function. We recommend organizers arrange their own insurance. Organizers are also responsible for any damage to fittings, property or equipment by clients, guests or outside contractors prior to, during or after your function.

17. **Function Deliveries:** All function deliveries to the Sunmoon Resort are to be advised to the functions department prior to delivery. All items must be marked with the date and name of the function.

I/We have read and agree to abide by the above set of terms & conditions

NAME: \_\_\_\_\_

COMPANY: \_\_\_\_\_

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_