

BOOKINGS/CONFIRMATION

Tentative bookings will be held for a period of fourteen (14) days, after which time the space may be released without prior notice.

Confirmation of bookings must be in writing and a booking form must be completed for all events. A deposit is required at the time of confirming the booking. A deposit is to be 10% of the estimated event cost unless otherwise agreed.

PAYMENTS

Full payment by cash, cheque or credit card is required directly following the event. Approved businesses can pay on account. The account must be opened prior to your event. Our account terms require full payment on or before the 20th of the month following your catering.

All accounts unpaid after 7 working days of the date due will incur a 5% penalty and an additional 2% will be added every month thereafter that the account is unpaid.

HIRE

Access to your hired room for a conference, function or event commences from the start time of the booking and not before. The centre accepts no responsibility for earlier access on the day of the conference, function or event. The hire of the facilities does not entitle the client to use or enter the premises at any other time other than the specific hours for which the facilities are hired unless prior arrangements have been made with the centre representative.

EXTENDED HOURS

An extended labour charge may apply if your event continues after the agreed time.

CANCELLATION

All cancellations must be in writing. Cancellations within 14 days may be subject to a cancellation fee. This cancellation fee may be at the management's discretion.

PRICE VARIATIONS

All prices are current at the time of quotation, and every endeavour is made to maintain prices, but they are necessarily subject to alteration, particularly when bookings are made well in advance.

FUNCTION ROOMS

We reserve the right to reallocate the function rooms due to circumstances beyond our control. If final numbers increase or decrease significantly from those advised at the time of the reservation, we may substitute a more appropriate room of choice. We will discuss any changes with you when a decision is made.

RESPONSIBILITY

Should we be unable to provide facilities reserved due to circumstances beyond our control, no other claim other than the entitlement to a full refund of any deposit may be made. We will endeavour to provide you with reasonable notice.

NON LIABILITY OF CENTRE FOR LOSS

The centre shall not be liable for any loss due to any breakdown of machinery, failure of supply of electricity, leakage of water, fire, government restriction or act of God which may cause the facilities to be temporarily closed or the hiring to be interrupted or cancelled.

CONFIRMED NUMBERS

Guaranteed minimum number of delegates is required fourteen days prior and final numbers are required two (2) working days prior to a function, conference or event. Charges will be based on the number of people attending the function, conference or event, or the guaranteed number, whichever is greater.

MENU SELECTION

Please confirm your menu selection at least fourteen (14) days prior to the function, conference or event or as otherwise advised.

FOOD AND BEVERAGE

No food and beverage may be brought onto the premises for consumption during the function conference or event unless agreed. A non-catering surcharge applies to all functions, conferences and events not requiring food and beverage.

BEVERAGES

All beverages served at the Atrium must be consumed within the premises or balconies. Beverages are not permitted outside the building. Failure to observe this condition will result in removal of offending persons.

LEFTOVER FOOD

For health and safety reasons excess food will not be left for consumption unless deemed suitable by the manager.

CONDUCT OF THE EVENT

The client will conduct the function, conference or event in an orderly manner in compliance with the directives of the centre management as agreed at the time of confirmation, and including compliance with all applicable legislations, ordinances and regulations including current liquor licensing regulations. The client will comply with the requirements of Health and Safety procedures and practices as notified by the centre. The centre reserves the right to exclude or eject any and all objectionable persons from the function conference or event

off the centre premises without liability.

BEHAVIOUR

Any events hosted at The Atrium will vacate at 12.00 midnight and all guests leaving must be mindful of nearby residents' right to expect noise levels to be kept to a minimum.

INSURANCE

Clients are financially responsible for any damage sustained to the property by the client, any of the client's guests, invitees or other persons attending the function, conference or event. Whilst the centre will take all necessary care, it accepts no responsibility for damage or loss of property left in the centre prior to, during or after an event.

HEALTH & SAFETY

The client shall take all practicable steps to comply with the provisions of the Health and Safety in Employment Amendment Act 2002 and all other Health and Safety legislation which has or does come into force for any period of the contract. The client will ensure that all its employees, agents, subcontractors or any other person shall comply with the requirements listed above.

BREAKAGES/DAMAGE

The client will be responsible for proper care of the premises, furniture, artwork and equipment. The cost of any breakages or damage or removal of any items will be chargeable to the client.

CLEANING

Cleaning costs over and above the usual such as the removal of stains will be the responsibility of the client. A cleaning fee may apply to some events at the discretion of management.

BOND

The bond will be fully refunded within seven (7) days after the function date excluding charges for damages/breakages/extra cleaning. It is the client's responsibility to provide the correct name and address of the contact after the function, including details of the bank account into which any bond/refund is to be paid.

DECORATIONS

No decorations, posters, banners or the like are to be affixed or placed inside or outside the building or on the property without prior approval. The client shall make no alteration to the structure, fittings, decorations or furnishings of the centre nor permit nails, hooks, adhesive fasteners, tacks or screws to be installed on any part of the centre without the prior written permission of the centre representative and shall leave the centre in as good a condition as it was before the hire. The client shall not allow anything to be displayed, attached or to be suspended from the ceilings, walls, fittings, or draperies of the centre without the previous written permission of the centre representative.

STAFF HARASSMENT

Harassment of any kind will not be tolerated whatsoever. In the event of any harassment, our manager will inform the person who made the booking (or on site contact person) who must prevent further harassment. If the harassment continues the manager will inform the onsite contact person that we are withdrawing our staff and catering services. The event will be billed at full cost.

PACKAGES

If you are sending any packages, parcels or equipment to the centre prior to your arrival please notify us in advance. The centre will not be responsible for packages, parcels or equipment that arrives without prior notification. All packages, parcels or equipment must be collected and removed within twenty four (24) hours following the function, conference or event.

PARKING

Use of the parking space is not guaranteed with an event booking and the centre accepts no responsibility for availability of parking.

UNAUTHORISED EXTRAS

Unless otherwise instructed in writing, the client will be liable for all charges of food, beverage or other services incurred by the client or his agents during the course of the function, conference or event.

AUDIOVISUAL EQUIPMENT

Ace Video is the preferred audio-visual supplier of the centre; the use of an alternate supplier must be approved in advance of the event/booking and is at the discretion of the management.

USE OF THE KITCHEN

No use of the first floor kitchen is permitted.

SMOKING

Smoking is not permitted within The Atrium building, balconies or within the marked car parking area behind the building nor the tiered seating around the netball courts. Failure to observe this condition will result in removal of offending persons.

PUBLIC HOLIDAYS

A surcharge applies for any event on public holidays.

MARKETING

We reserve the right to take photographs at events for marketing purposes. If you have any concerns please advise management prior to the event.

ALL PRICES EXCLUDE GST.