



THE GLEN HOTEL EVENT BOOKING TERMS AND CONDITIONS

1. ROOM HIRE AND MINIMUM SPENDS

Room hires and minimum spends apply to all function spaces at the Hotel. Charges for room hire and minimum spend may vary seasonally.

2. CONFIRMATION

(a) A Client booking is confirmed when both of the following conditions are met:-

(i) The Hotel receives the Event Confirmation signed by the Client by email to events@theglenhotel.com.au and

(ii) The Hotel receives the initial deposit payment from the Client.

(b) If the Client does not meet both booking conditions in clause 2(a), the Hotel reserves the right to cancel the booking and allocate the function space to another Client.

3. FINAL NUMBERS

(a) The Client must confirm the number of delegates/guests 5 days before their event date. This number will constitute the minimum number to be charged for catering.

4. PRICING

(a) Prices include GST and are subject to change.

(b) Prices are current up to and including the 1 July 2022.

5. SURCHARGES

(a) On Public Holidays, the Hotel applies a surcharge of 15% on room hire, food and beverage due to increased labour costs.

(b) A credit card surcharge of 0.6% applies to all credit card transactions.

6. PAYMENT

(a) The Client must make full payment for the booking 5 days before the event. The Hotel requires payment by credit card or bank transfer.

(b) The Hotel will consider accounts for Corporate Clients by request. The Client may advise the Hotel's Events, Manager if they wish to apply for a corporate account with the Hotel. Applications will be considered at the hotel's sole discretion under its credit application terms.

7. CANCELLATION

(a) The Hotel understands that sometimes plans need to be altered. All cancellations must be received in writing from the Client to the Hotel by email to events@glenhotel.com.au.

(b) If a notification of cancellation is received by the Hotel 4 weeks or more before the booked date, all monies paid by the Client will be fully refunded.

(c) If the Client cancels less than 4 weeks before the booked date, the Hotel reserves the right to withhold the Client's deposit or the room hire fee as a cancellation fee.

- (d) The Hotel will endeavour to book another Client into the space. If the room or area is re-booked an administration fee equivalent to \$100 will be charged.

8. ROOM ALLOCATION

The Hotel reserves the right to assign another room for the booked event if, due to unforeseen circumstances, the space allocated initially is unavailable or the Hotel considers the room inappropriate for the Client's purpose. The Hotel's reassigned room shall be deemed as full performance under the booking terms.

9. COMMENCEMENT AND VACATING OF ROOMS

- (a) The Client will commence and vacate the booked function space at the scheduled times set out in the Event Confirmation.
- (b) In any case, all evening functions must vacate the room by midnight.
- (c) Additional charges will apply if the Client vacates the booked event later than the agreed finishing time. If the room is re-booked and the Client has not vacated as agreed in the Event Confirmation, the Hotel reserves the right to remove the Client's function from the room.

10. DIETARY REQUIREMENTS

- (a) The Client must advise the Hotel of all specific dietary requirements, including food allergies or food intolerances, in writing by email to events@glenhotel.com.au.
- (b) Care will be taken to accommodate the Client's particular requests; however, the Hotel cannot guarantee that food allergens will not be transferred through accidental cross-contact.
- (c) As the Hotel caters to the specific requirements of your event, if there is a change to the advised dietary requirement on the booked date, the Client acknowledges that the Hotel cannot provide an alternative meal. The Hotel will endeavour to satisfy the Client's last-minute needs where possible.

11. SELF CATERING NOT PERMITTED

The Client is not permitted to bring their private food or beverages to the Hotel for the booked event. This includes anything for consumption at the booked event, by the Client or by guests, invitees or persons attending the function. The only exception is either by prior agreed arrangement with the Hotel (confirmed in writing by the Hotel and confirmed on the Event Confirmation) OR celebration cakes, bonbonnières, and lolly stations.

12. DECORATIONS AND SPECIAL EFFECTS

- (a) No confetti-like substances or glitter are permitted anywhere in the Hotel, including on the surrounding grounds. The use of these substances will attract a cleaning fee.
- (b) Smoke machines and pyrotechnics are not permitted under any circumstance. Wax candles are permitted and must be contained in a glass vase.
- (c) No nails or holes may be made, and all materials must be able to be easily removed and returned to their original state.

13. LIQUOR LICENSING

- (a) The Hotel operates under the Liquor Act (Qld) (1992). Under these laws and regulations,
- (i) Clients cannot bring their drinks onto the premises.
- (ii) Responsible service of alcohol guidelines applies.
- (iii) No alcohol be served to anyone under the age of 18 or to anyone who is unduly intoxicated.
- (b) Vintages and selections may change without notice, subject to availability. The Hotel will substitute for a similar style and value.

14. LOSS OR DAMAGE

- (a) The Hotel assumes no responsibility for the loss or damage to any property belonging to the Client or their guests before, during or after their function.
- (b) The Client is financially liable for any damage sustained or loss incurred, to the Hotel property, fixtures or fittings, whether through their own or the actions of their guests.

15. THIRD-PARTY CONTRACTORS

The Hotel reserves the right to request a Certificate of Currency (with evidence of Public Liability Insurance) for any third-party suppliers or contractors who will be accessing or using the Hotel on the Client's behalf.

16. CONCLUSION OF EVENT

- All items must be removed immediately following the conclusion of the function.
- Goods left in the Glen Hotel without prior arrangement will be kept for seven (7) days after the booked event, after which they will be deemed abandoned and discarded by the Hotel.

17. DEFINITIONS

- Client means the individual/s or organisation named in the Event Confirmation.
- Event Confirmation means this document headed The Glen Hotel Event Confirmation, generated by the Hotel, populated with all details of the Client's booked event.
- Hotel means The Glen Hotel ABN 14 009 743 702 located at 24 Gaskell Street, Eight Mile Plains Qld 4113