



## THE GLEN HOTEL EVENT BOOKING TERMS AND CONDITIONS

- Pricing and Terms and Conditions;** are only valid for 7 days from date of issue. The Glen Hotel always refers to days as calendar days, not business/weekdays. All pricing includes GST.
- Deposit;** The event is not considered confirmed until the date both of the following are met;
  - a deposit is received or indicated as paid on your signed confirmation AND
  - a signed contract has been returned to and received by The Glen Hotel Events Team.
- Payment Schedule;**
  - Your specific event payment schedule is noted in your Event Confirmation. If your payment is due on a weekend or public holiday, please plan for this accordingly.
  - If you default on the payment schedule as outlined in your Event Confirmation, The Glen Hotel reserves the right to cancel your booking and release the date to other tentative interested parties.

4. **Postponement or Cancellation;**

The Glen Hotel understands that sometimes plans need to be altered

- Notice of cancellation by a client for whatever reason must be given in writing by the client and received in writing by email to [events@glenhotel.com.au](mailto:events@glenhotel.com.au).
- Forced cancellation by The Glen Hotel for reasons only described in Payment Schedule: (3) ii. would be subject to the same cancellation policies as below.
- Postponement – Should you wish to postpone your event and the event is able to be rescheduled to another date within the same calendar year all payments received will be transferred to your new event date booking and no penalty will apply. New minimum spends and room hire fees may apply dependant on the new date. Should you accept another date but decide to cancel at a later stage, a charge equal to 50% of the minimum spend will apply.
- Postponement - Government Restrictions – If The Glen Hotel is unable to host your event due to Queensland Government restrictions, The Glen Hotel will postpone your event to another date at no penalty. Should you accept another date but decide to cancel at a later stage, a charge equal to 50% of the minimum spend will apply.
- Cancellation – Government Restrictions – If The Glen Hotel is unable to host your event due to Queensland Government restrictions, we will provide a full refund of all monies paid.
- The following cancellation fees would be applicable and payable/forfeited by the client if the confirmed venue booking were to be cancelled for the above reasons:

Time of Cancellation	Amount of Cancellation Fee
More than 90 days from your Event	Deposit amount refunded.
Between 90 days to 30 days from your Event	50% of your deposit amount will be retained as a cancellation fee.
Between 14 days to 30 days from your Event	100% of your deposit amount will be retained as a cancellation fee.
Within 14 days of your Event	100% of your minimum spend and room hire fee will be retained or pursued.

- Minimum Spends;** Your minimum food and beverage spend has been set and outlined in your Event Confirmation. Please note that additional services and charges including but not limited to audio visual requirements, security charges and room hire do not contribute to the required minimum spend. If your guest numbers drop, or you choose to change the food and/or beverage package, which result in you being unable to meet your food and beverage minimum spend, The Glen Hotel reserves the right to uphold this required spend.
- Pricing;**
  - All pricing is based on current costs and are subject to change without notice unless the booking is confirmed.
  - Menus are indicative only; pricing is valid until the end of 2023. Certain foods are subject to seasonal variation.

- iii. On Public Holidays, The Glen Hotel applies a surcharge of 15% on all event related charges due to increased labour costs.
- 7. **Payment;** for the event shall be made by the client by direct deposit, cash, EFTPOS/Credit Card (a bank charge of 0.6% applies to all payments of this method. Fees subject to change with notice.) prior to the event date. If your event spend increases significantly between issuing the final invoice and the event date The Glen Hotel may issue another invoice. The Glen Hotel may consider accounts for Corporate Clients on request. The client must advise the Event Manager in writing by email to [events@glenhotel.com.au](mailto:events@glenhotel.com.au) if they wish to obtain an application form. Applications will be considered at the sole discretion of The Glen Hotel's Management under its credit application terms.
- 8. **Final numbers;** are required the week prior to your Event, on the Tuesday of that week. **Please note:** that this number will be the minimum number of people you will be charged for. Once your final numbers have been confirmed, an increase of these numbers is possible but subject to approval by The Glen Hotel and may incur a \$150 administration fee. The applicable additional per person costs will also apply.
- 9. **Final event details;** Items including but not limited to entertainment, audio visual and other incidentals must be confirmed by 10am Tuesday the week prior to your event. Final room and seating plans (if applicable) must be confirmed no later than 10am Tuesday the week of your event or fees may apply. It is your responsibility to gather the final details of your event; the Glen Hotel will not handle RSVPs or dietary requirements if guests contact the venue directly. The Glen Hotel would also appreciate prior notice for any guest with mobility difficulties so that the room layout can be adjusted to ensure their visit be made as comfortable as possible.
- 10. Should you not provide details by the above-mentioned date/s in points (8) and (9), The Glen Hotel will confirm on your behalf the exact details as per your contact or latest version of the run sheet, whichever suits the operation and service of the event.
- 11. **Security Bond;** If requested, the client at the time of making the deposit, must pay a security bond, to be applied against any loss or damage incurred in the course of holding the event or in consequence of the actions of any of your guests, agents or contractors causing loss or damage prior to, during, or after the event. Any balance of the security bond after allowing a reasonable estimate of such loss or damage (if any) shall be refunded to the client within 5 business days of the event. If the security bond is insufficient to pay for such loss or damage, the client will pay the estimated short fall within 5 days of the request by The Glen Hotel in writing to do so.
- 12. **Bump in and/or out times;** It is the client's responsibility to ensure that the contracted event times cover any specific bump in and/or out times required for guaranteed access to the event space, and to coordinate this accordingly with your agents, suppliers, and contractors. If no specific time frame extension has been requested for bump in and/or out, the access time will be limited to a maximum of 30 minutes prior to the contracted start time and a maximum of 30 minutes post the contracted conclusion of the event. Requests for guaranteed or extended bump in and/or out times must be applied for no later than 5 days out from your event and will be subject to availability. This may attract cost as set by The Glen Hotel.
- 13. **Event times;** It is the client's responsibility to ensure that your guests attend the event between the agreed access times; please ensure your advertisements and invitations are accurate for arrival time. The Glen Hotel will not be held responsible if guests are not punctual in arriving or being seated, or if any guest, agent, or contractor causes interference or delays to the commencement of service as per the final run sheet. The Glen Hotel coordinate mealtimes with at least 45 minutes between each course. If the event begins after the specified starting time, it will still be subject to the running order and finishing time specified on the final run sheet, unless The Glen Hotel management agrees otherwise. In circumstances when your event continues beyond the contracted conclusion time, additional charges will apply. All evening events must conclude by midnight.
- 14. **Vacate times;** Your event will have a contracted finishing time at which time service and entertainment will conclude. All guests, agents and contractors are required to vacate your event space no more than 30 minutes after the conclusion of your event. A breach of this may incur additional charges to cover operational and staffing costs. More significant charges will apply if this breach effects or delays the operation of other events during or after your occupancy of the room.
- 15. **Beverage consumption;** As discussed during the quoting process, you have been advised of the applicable beverage package or bar that that applies to your event (if any). This is a base offering, and you are welcome to upgrade, increase or

extend during the planning stages. If during the event you would like to increase your bar tab, you will be asked to sign the Run Sheet acknowledging this request. Unless payment is made on the night, this will be charged to you as part of the Post Event Invoice which is payable 7 days post event.

16. **Cash Bar;** We are happy to offer you a cash bar facility for your Event, however this will not contribute to your minimum food and beverage spend.
17. **Responsible Service of Alcohol (RSA);** Under the Liquor Act (QLD) 1992, all parties must remain with their drinks inside the event space, or their adjoining courtyard and drinks cannot be taken outside these designated areas. For the safety of guests, drinks left unattended will be discarded. As a house policy it is recommended that a substantial quantity of food be served per guest and in some cases may be more than the agreed minimum spend amount. No guest under the age of 18 will be served alcohol. Any guests who look under 25 years in age may be asked for ID and are to ensure that they have sufficient ID on them. Failure to supply sufficient ID will result in them will not being served alcohol. The Glen Hotel reserves the right to exclude or eject any guest from your event or the premise without refund to the client if they are deemed intoxicated, disorderly, unruly, aggressive, or destructive.
18. **Outsourced Specialty Theming, Entertainment and Equipment;** is subject to the approval of The Glen Hotel Management. No amplified or disruptive sounds/music is allowed outside of a closed event space. All entertainment taking place within an event space must be under 90 decibels. Decorations to the outside of your room, in entryways and on terraces, are subject to approval by The Glen Hotel. Any pyrotechnics must be arranged through The Glen Hotel. Drones are permitted; however, their footage must be limited to your event space only. Flares are not permitted. Confetti (and confetti canons) are not permitted due to the excessive clean up required. Any unwarranted clean up required from decorations may attract an additional cleaning fee.
19. **Signage/decoration hanging;** You are permitted to display signs in the event space of The Glen Hotel using 'frog' or 'painters' tape on the glass. Under no circumstances are you or your agents, suppliers, contractors, or guests allowed to use nails, screws, staples, adhesive tape or any other adhesive to any wall, door, ceiling or other surface or part of the building. You are liable for any loss or damage caused by the placement or the removal of any signs in accordance with this clause. If in doubt, seek approval for signage and decoration prior to your event day.
20. **Suppliers, Contractors, or Agents;** if you choose to hire a third-party agent yourself and not through The Glen Hotel, you are to provide that third party with all relevant information and instruction to complete their task. This includes providing them with The Glen Hotel's address and specific venue access points and loading instructions, arranging with them their access, set up and service/performance information as well as informing them of your hire expectations and their catering arrangements. The Glen Hotel will not handle these discussions with your supplier, contractor, or agent on your behalf. Please note that The Glen Hotel does not have a dedicated Green Room or storage space for your suppliers, contractors, or agents to utilise.
21. **Additional Labour Charges** may be applicable, the most usual circumstance being if The Glen Hotel staff are required to assist beyond expectation, your suppliers, contractors, or agents in loading/unloading, setting up/down, manual labour or trouble shooting, or for time required in setting up or removing your homemade or outsourced styling and theming.
22. **Loss or damages;** The client shall be responsible for any loss or damage, if caused by the client's negligence, to the event space, its fittings and/or equipment, or injury to any staff member caused by the negligence any person engaged by the client, or their agents/contractors before, during, or after the event. The Glen Hotel is not responsible for any loss or damage to any property or equipment left on the premises before, during, or after the event.
23. **Deliveries and Pickups;** The Glen Hotel will take particular care with any goods delivered to the venue prior to your event. The Glen Hotel however accepts no responsibility for these items. The time and day of delivery and collection of goods are subject to The Glen Hotel Management's approval and availability or appropriate storage space. All goods must be removed on the completion of the event. Please note that any items left onsite following your event and not collected within 7 days post event, shall be discarded.
24. **Security;** may be required at the cost of the client should The Glen Hotel deem it necessary for specific events. All security guards are to be booked through The Glen Hotel. This applies to situations in which security guards are organised prior to your event, as well as when The Glen Hotel deems it necessary to call security for assistance during your event of any disturbances or unruly behaviour. All 18<sup>th</sup> and 21<sup>st</sup> Birthday celebrations hosted in one of our event spaces are required to

- hire security for the duration of the event. The number of security persons required will depend on the number of guests attending the event.
25. **Event Space;** The Glen Hotel reserves the right to move any event from one event space to another, due to circumstances beyond The Glen Hotel's control or due to necessary, maintenance, repair or upgrades in the room or adjoining areas.
  26. **Guest Numbers and Capacity;** Downsizing: If your guest numbers decrease from what was originally confirmed, The Glen Hotel reserves the right to move your event to a more suitable sized space, regardless of minimum spend. Increases: If your guest numbers increase beyond the approved maximum capacity for the event space, The Glen Hotel will try to accommodate by either
    - i. If available, moving your event to a larger space. An additional room hire fee will apply
    - ii. Remain in the contracted room but make changes to your event style, which may affect your menu choices (i.e.: Buffet to Cocktail), if within the notice period required by The Glen Hotel.If The Glen Hotel is unable to offer one of the above options, the event will revert to the guest numbers and minimum spends agreed to in your contract.
  27. **Force Majeure;** If a circumstance arises that your event must be cancelled by The Glen Hotel due to but not limited to a force of nature, terrorism, or industrial strike (circumstances beyond our control), The Glen Hotel will refund 100% of the payments you have made, less any reasonable costs The Glen Hotel has actually incurred and cannot avoid in preparation for your event. The Glen Hotel will not be liable for any other expense you have incurred in preparation for your event.
  28. **BYO Food and Beverage;** The client is not permitted to bring their private food or beverage to The Glen Hotel. This includes anything for consumption at the booked event, or by the attendees of the event. The only exception is either by prior agreement with The Glen Hotel Management (confirmed in writing) or celebration cakes, bonbonnières, and lolly stations. If in doubt, seek approval prior to your event day.
  29. **Dietary Requirements VS Dietary Requests and Lifestyle Preferences;** All specific dietary requirements, requests or preferences are to be submitted 7 days prior to your event. Pre-advised requests and lifestyle preferred meals will be subject to Chef's approval. Any dietary not advised before the event date but requested during your event by either yourself or a guest, will be subject to availability and is not guaranteed.
  30. **Images;** The Glen Hotel reserves the right to use any image or photograph taken of the room(s) from your event, taken by a representative of The Glen Hotel for the purpose of any legitimate advertising or marketing activities for The Glen Hotel to use in any media type.
  31. **Amendments;** No amendment to these terms and conditions shall be binding upon The Glen Hotel unless in writing and signed by The Glen Hotel.
  32. **Confidential Information;** Both parties agree to hold in confidence and refrain from disclosure to third parties, all confidential information of each other, and that pertaining to this event. This includes but is not limited to the offerings and prices that The Glen Hotel has, and may continue discussing or negotiating with you, either verbally or in writing. Failure to comply may result in pricing and offers being withdraw.
  33. **Definitions;**
    - a. Client means the individual/s or organisation named in the Event Confirmation.
    - b. 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.
    - c. The Glen Hotel means The Glen Hotel and Suites ABN 14 009 743 702 located at 24 Gaskell Street, Eight Mile Plains Qld 4113.