

# Terms & Conditions

## Tentative Bookings

Bookings will be considered tentative only when a tentative contract has been emailed to the client. Tentative bookings can be held without obligation for a period of 14 days. Management reserves the right to cancel any unconfirmed booking without notice and reallocate the date to other enquiries unless a deposit and signed terms and conditions is received.

## Confirmation

Confirmation of a booking occurs on receipt of deposit payment and a completed booking form with signed terms and conditions. Payment of your deposit is acceptance of these function terms and conditions

## Cancellation and Change of Dates

In the event of a cancellation, Management must be notified in writing, verbal cancellations will not be accepted. Deposits are non-refundable unless a minimum of 12 months' notice is provided. Cancellation 3 months to 15 days prior to the event will incur 25% of estimated total amount of the function. Cancellation within 14 days of the event will incur 100% estimated total amount of the function. Change of dates is deemed as cancellation.

The venue may refuse and cancel a function booking at any time in the function booking process if the venue believes the event may include illegal acts or activities which may jeopardise the venue's operating licences.

## Cleaning

General cleaning is included in the cost of the function. The Organiser may incur additional charges in the instance where an event has created cleaning requirements that are considered, in the opinion of Management, over or above normal cleaning requirements.

## Damages

Organisers are financially responsible for any damage sustained to the function space and/or surrounding grounds by the Organisers, Organisers' Guests, Invitees, or other persons attending the function. Management does not accept responsibility for damage or loss of any goods left within the venue prior to or after a function. Organisers should arrange their own insurance and/or security.

## Equipment Hire

Management will be pleased to assist with obtaining quotes for all of your hire equipment, entertainment and decoration requirements and the costs will be added to your final account. Please note that no items are to be nailed, screwed, stapled or adhered to any surfaces in the venue. For any items not hired by venue, Management must be advised of all deliveries prior to the function and all deliveries must be marked with the name and date of the function.

All suppliers / vendors must be prepared for a midnight bump out, final notification of bump out times shall be given 2 weeks prior to the event.

A staff charge of \$35 per hour will apply if the venue is required to be available out of regular operating hours to take receipt of hired items and / or if the venue staff are required to set up equipment supplied by external vendors. Please speak with your coordinator for a detailed quote.

## Car Parking

There are over 400 free public car parking bays available for customer use. Please note that the car park is owned and operated by the Town of Cambridge and not the venue. Due to this, no bays can be reserved. As it is also a public car park, the venue does not take any responsibility for any theft or damage to vehicles while in the car park.

## **Attendance Numbers**

Guaranteed minimum numbers must be received 14 days before the function. Final numbers must be given 7 working days prior to the event. Acceptance of extra numbers is dependent on availability of space and prepayment.

## **Food and Beverage**

At least 2 weeks prior to your function, we require confirmation of final arrangements of menus and beverage requirements. Please advise us of any vegetarian or dietary needs at this time. Whilst we will make every effort to comply with guests' requests and take utmost care to avoid cross contamination, we will not be held responsible for an adverse reaction to our food by any guest, to the extent permitted by law. Management insists that all clients with food allergies carry appropriate medical aids in case an allergic reaction should occur.

## **BYO**

No food and beverages of any kind will be permitted to be brought in for consumption at the function by the Organiser or Guests.

## **Responsible Service of Alcohol**

The venue operates under the principles of the Responsible Service of Alcohol. Staff are instructed not to serve any alcoholic beverages to guests under the age of 18 years, or guests in a state of intoxication. Management reserves the right to exclude persons, without liability, from an event. The golf course itself is not licensed for the consumption of alcohol. This can be arranged by lodging an Extended Trading Permit (ETP) with the Department of Racing, Gaming and Liquor, at a cost of \$130, at least 30 days prior to the event. ETP is subject to the Department's approval.

## **Menus**

Our menus are indicative only and are subject to change.

## **Minimum Spend**

Minimum spends apply to all bookings. These will be quoted individually depending on seasonality and other requirements.

## **Payment**

Progress payment of 50% of the total value of the event is required at least 3 months prior to the event. Final payment is required at least 7 working days prior to your event. If paying via EFT, please allow additional time for the payment to be processed.

At the time of your booking, you will be provided with a credit card pre-authorisation form which the venue requires to be completed. In the event there is an outstanding balance post event, the supplied credit card will be processed on the next business day and a receipt provided.

## **Price Increase**

Management reserves the right to increase the package prices at any time without prior notification. Menu substitutions may be required in order to avoid price increases.

If you are booked for a corporate golf day, green fees are reviewed on the 1<sup>st</sup> January every year. The client will be charged for the pricing at the time of the event not the pricing at time of booking.

## **Guest List/Seating Plan/Menus**

The venue will provide typed menus for your function or reception. It is the client's responsibility to provide a clearly typed guest list/plan to be displayed at the event.

## **Surcharge**

Functions held on Public Holidays will incur an additional 15% on the total bill.

## **Audio Visual**

We recommend the services of our audio-visual company, Stage and Studio Productions. The venue is able to organise any additional audio visual for you through Stage and Studio Productions. We always suggest the use of a AV technician during your event to ensure the technical excellence of your event. If you wish not to use a technician, please be aware that our service staff can assist only to their capabilities and cannot problem solve if there are technical problems out of our control such as client laptops.

Please note that Ambrose Estate does not own any of the existing audio visual equipment in the function rooms, therefore hire fees will be applicable.

Should you wish to use another audio visual company, this will need to be discussed with your dedicated event coordinator.

## **Other functions**

The venue reserves the right to book other functions in the same room up to 2 hours before the scheduled start time of your event and one hour after your scheduled event conclusion. The venue also reserves the right to book another function in adjoining rooms at any time.

## **Security**

Certain functions may require security personnel to be in attendance. Management reserves the right to apply this condition as seen fit. The cost of security personnel will be the responsibility of the function Organiser.

## **Special Circumstances**

In the event that the venue cannot be made available to the Organiser on the date(s) for which it has been booked for reasons of fire, flood, damage, industrial dispute, or any other reason, the Management shall not be liable for any loss, damage or injury whatsoever suffered by the client as the result of the venue not being available.

## **Timings**

For lunchtime bookings access to the room is from 10.00am the morning of the function. Lunchtime functions must conclude by 4.00pm. For evening bookings access to the room is from 5.00pm, and evening functions are required to conclude at 12.00am. Management will do everything possible to accommodate special requests regarding access to the rooms.

The venue rosters staff according to agreed start and finish times. If the event runs past the agreed finish time, a staffing fee may be applied for any hours additional worked. If for any reason, staff are also not able to clear or enter the functions room at a client's request, there may be an additional staff fee for staff needing to stay on and clean post event.

## **Swingview room**

The Swingview room is located on the first floor of the driving range. As a result, some noise may be heard from people playing. We endeavour to try and close the bays closest to the venue however this is solely dependent on how busy the range is. If you would like to have security in knowing the bays will be turned off, a fee of \$500 will be applicable.

If you require a set menu in the Swingview room then an additional fee will apply. Please ask your function coordinator for a detailed quote.