

Gisborne Fallen Freight Pty Ltd
16 Prince Street, Gisborne, VIC 3437
arrivals@gisbornefallenfreight.au
0493 673 909

Functions Terms & Conditions

1. GST - All Prices are inclusive of GST where applicable.
2. Room Hire - there is a venue hire fee of \$500 for all private functions held at the Fallen Freight Gisborne.
3. Quotations - all function and event quotes are valid for 30 days. If events are not confirmed within 30 days of the initial quote being offered, prices are subject to increases where necessary.
4. Payment - At the time of booking we require a 20% deposit or \$500, whichever is greater to secure your quote and event date. If you have not received a quote yet, then we require a \$500 deposit to secure the date.

Full payment is required within seven (7) days of the event.

Acceptable Payment Methods:

Credit Card

EFTPOS

Cash (please do not send cash via mail.)

Direct Deposit - our bank details are supplied on your invoice, please reference your invoice number.

Invoices will be sent via email.

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Functions Terms & Conditions Continued

We require credit card details for holding in the event of failure to make payments or damage to the venue. Your card will not be charged without your knowledge or without us communicating with you.

5. Bar Tabs - if operating with a bar tab this must be paid for in full at the completion of the event.

6. Final Numbers - We require final numbers for upcoming functions 7 days prior to the event. Any reduction in numbers less than 7 days prior to the event will not result in a refund. Any requests to increase final numbers less than 7 days prior of the event will need approval by Fallen Freight Gisborne Management.

7. Catering - Final menu and beverage selection must be made 14 days prior to the event. Whilst every effort is taken to maintain menus and prices, management reserves the right to vary menus and pricing in response to product availability and cost increases.

8. Dietary Requirements - all dietary requirements need to be confirmed 7 days prior to the event. Dietary requests after this time cannot be guaranteed.

9. Cancellations -

- Cancellations with more than 14 days' notice prior to the event will receive a full refund.

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- Cancellations made with more than 7 days, but less than 14 days' notice will receive a partial refund.
- Cancellations within 7 days of the event forfeit their deposit.

Functions Terms & Conditions Continued

10. Postponement -

- In the event of a function being postponed with more than 14 days' notice of the original event date, the deposit will be carried forward in full to the new booking date.
- Should the event be postponed with less than 7 days' notice the deposit will be forfeit and new deposit will need to be made to secure the new date.

- Should the event be postponed more than 6 months from the original date, the original quote for the function is forfeit and prices subject to increase.

11. COVID Cancellation policy - If cancellations occur with more than 5 days' notice due to government lockdowns and restrictions relating to COVID-19, there will be no charge to the client, and a full refund will be issued on any deposits paid.

If cancellation occurs with less than 5 days' notice of the function due to Covid, there will unfortunately be a charge of 20% of the cost of goods, to cover costs the business has already incurred because of preparations made for your event.

12. Strictly no BYO of Food or Beverage (Celebration cakes are acceptable at management's discretion. Please see additional charges.)

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13. Security - Fallen Freight Gisborne reserves the right to employ security staff as seen fit. The cost of security staff will be an additional cost charged to the client.

14. Entertainment - Fallen Freight Gisborne reserves the right to control the quality, style and volume of entertainment taking place within the premises.

15. Birthday's Under 25 years old - For high-risk events i.e. 18th and 21st birthday parties, an additional \$500 security deposit is required in the event of damages occurring.

Functions Terms & Conditions Continued

16. Damages - Any property damage resulting from a function will be charged to the credit card on hold. You will be notified of the charges prior to charges being made.

17. Guest Conduct & Dress Regulations -

- Fallen Freight Gisborne reserves the right to remove any guests from the premises if they behave in an unreasonable or inappropriate manner.
- Fallen Freight Gisborne reserves the right to refuse entry to guests who do not meet our minimum requirements of suitable attire.

18. RSA Guidelines - Fallen Freight Gisborne reserves the right to:

- Refuse service of alcoholic beverages to minors under the age of 18 who cannot provide an

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acceptable proof of age upon request.

- Refuse service to people who are suspected of being intoxicated, quarrelsome, disorderly, or behaving in a violent manner.
- Remove people from the premises who are acting in a manner deemed intoxicated, quarrelsome, disorderly, or violent.

19. Public Holidays - events held on public holidays will be subject to an additional surcharge of 15%.

Additional Charges.

1. Venue Hire - there is a venue hire of \$500 for all private functions held at the Fallen Freight Gisborne

2. Cakeage - Please be in contact with our staff prior to bringing in your own cake.

3. Linen Charge - If linen is required for your event there will be a charge of

- \$20 per linen tablecloth

- \$5 per linen napkin

4. Tea & Coffee Station - available for \$100.

This includes percolated coffee urns, water urns, sugar, assorted teas, cow's milk & plant-based milks.

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