



Terms and Conditions

Watermans Café wants your function to be a success. We know the best way to achieve success is to formulate a strong, honest and open relationship with you, the event organiser. A relationship where communication is clear and expectations from both sides are understood from the beginning.

Watermans Café services are hired under the terms and conditions set out below and as described in relevant venue documentation. The payment by any persons of any fees and charges for such services and venue facilities shall be deemed to be an acknowledgment and acceptance by such person of these conditions.

Quotation

Once you have discussed your brief, Watermans Café team will develop a quotation for you based on your individual requirements. This written quotation will remain valid for 30 days from date of issue. In the instance that the event brief alters, it may be necessary to review and reissue each quotation.

Prices

While all attempts are made to maintain published prices, they may be subject to change at the discretion of Watermans Café. If prices differ, the client will be informed before the event date. Prices quoted include GST unless otherwise specified.

Confirmation of Booking

Watermans Café considers confirmation of the event upon receipt of these terms and conditions signed and accompanying payment of the requested deposit by the due date specified. Failure to adhere to this procedure may result in Watermans Café being forced to cancel the event.

Payment Terms

As many costs are incurred prior to the event date, Watermans Café has the following payment terms:

- A deposit, based on a minimum of 20% of the total quotation costs, is required to confirm your event (where venue are booked on your behalf, a larger deposit may be required).

The payment schedule is as follows

20% of total estimated cost within 14 days of confirmation to secure your booking. This is a non-refundable deposit guarantee.

50% of total estimated cost is due and payable 180 days prior to event. This is a non-refundable payment.

80% of total estimated cost is due and payable 60 days prior to event. This is a non-refundable payment.

Balance of total cost is due and payable 7 days prior to event. This is a non-refundable payment.

If event date is less than above stated watermans will issue a payment schedule suitable.

- For Pre-Approved Corporate clients (ABN applicable) full payment of all known costs is payable seven days prior to your event date
- For Pre-Approved private clients full prepayment of all known costs is payable seven days prior to the event date.
- Payment can be made by direct credit (EFT), cash or Eftpos
- Exception to this clause may occur in the instance where a venue cancellation fee applies. Venue cancellation fees will be the responsibility of the client in the instance where Watermans Café is unable to rebook for the previously agreed date.
- Credit card must be held on day of event for incidental costs such as bar tab, damages etc.

Cancellation

In the instance that you need to cancel your event, the following condition will apply:

- All cancellations must be made in writing
- Where circumstances are beyond the clients control to hold the event, Watermans Café will review and after that review, may release the client from this agreement without penalty.

Confirmation of Guest Numbers

- To ensure maximum value and efficiency for you, Watermans Café requires confirmation of minimum numbers attending your event at least 14 days prior to the event date.
- The final number of guests attending the event is required 7 days prior to the event. And if the guest numbers fall below the number that was confirmed the client is required to pay for the number that was confirmed, being the final number of guest.

Tastings

Watermans Café can provide tastings for seated and Canapés menus only.

- When the function has been booked and confirmed with the deposit of 20% paid on the total quoted package.
- A date and time can be arranged to suit both Watermans Café and the Client.
- One complimentary tasting of selected menu items is available subject to conditions.

Venue Hire

- Exclusive use of Watermans Café is available outside of our normal operating times or as negotiated.
- Off-site venue – All locations off-site will be booked and managed under separate terms and conditions a set out by venue chosen.

Room Decorations

- Watermans Café supply all plates, silverware and glassware, at the discretion of Watermans Café.
- Further requirements and setup of room decorations are assessed on an individual basis.
- If you provide your own candles, these are required to be battery operated.

Entertainment / Contractors

- DJ's and Bands are more than welcome at Watermans Café, we simply ask that they adhere to any instructions issued by venue management.
- All entertainment/contractors must provide a copy of their public liability insurance certificate 7 days prior to event
- Public liability insurance value must be no less than \$10 million AUD

Laws and Regulations

- At no time will the client commit any act or permit its employees, agents or invitees to commit any act that is unlawful, illegal, and offensive or in breach of Watermans Café rules. Nor can any such act breach any statutes, by-law, orders, regulations or other provisions having the force of the law including but not limited to the venues liquor license

- To ensure the safety of all staff and guests, Watermans Café asks that the client ensures that their function displays, equipment, goods or materials do not obstruct the exits of the venue. Statutory signage that is lit must remain on at all times
- Watermans Café is strictly non – smoking. Smoking must be restricted to designated areas as directed by the venue management and necessary by law. It is the client’s responsibility to communicate this fact to all guests attending their function

Event time and Surcharges

- Events finishing past the agreed time will incur a service charge, the charge will be \$100 per/half hour or part thereof
- Surcharges will apply for all events held on Sunday 15% and public holidays 20%, this surcharge is calculated on the total spend.

Responsible Service of Alcohol/Disorderly Conduct

Watermans Café has a Responsible Service of Alcohol Policy. It is illegal to serve alcoholic beverages to any persons who is intoxicated or who may attempt to drive a vehicle, and as such Watermans Café reserves the right to refuse service to such persons or request the departure from the premises.

It is illegal also to serve alcoholic beverage to any persons under the age of 18 years, and Watermans Café reserve the right to request suitable identification at any venue or event.

We at Watermans Café will not permit or suffer any riotous, disorderly, offensive or improper conduct. Offenders will be asked to leave the event and may be escorted off the premises by a Watermans Café representative or member of security personnel.

Damages

Neither Watermans Café nor any venue booked on behalf of the client shall be liable for any loss or damage sustained by the client or by any persons, firm or corporation supplying any client.

The client shall be responsible for the cost of making good any damage or loss caused to any venue booked on behalf of the client and Watermans Café buildings, furniture, fittings and equipment arising out of and in the course of the client’s event.

Indemnity

The client uses and occupies any venue booked at their own risk. The client hereby indemnifies Watermans Café and agrees to keep Watermans Café indemnified against all actions, suits, proceedings, claims and demands, costs and expenses whatsoever which may be taken or made against Watermans Café and/or incurred arising out of injury or damage to any person or property from or during the use of any venue.

I/We _____ agree and understand the terms and conditions set out in the agreement for our up and coming event/function on the date _____

Located at _____

Time starting _____ until _____

Date _____ signature
