



Ballina RSL Venues - Terms and Conditions

Bookings and Deposits

- Tentative bookings will be held for seven (7) days only. If there is another party interested in the booked date and time, you will be contacted for a decision. If contact cannot be made with the party, the Function Department has the right to terminate tentative bookings.

Confirmation

- A deposit and signed agreement is required to confirm your booking, otherwise the booking will automatically be cancelled and made available for re-hire.

Confirmation of numbers

- Agreed minimum catering numbers are to be confirmed fourteen (14) days prior to the event. Variations to minimum numbers will be invoiced after the event
- Final numbers are to be confirmed two (2) days prior to the event.

Cancellations

- Notification of cancellation must be made via written letter, fax or email.
- Notification of cancellation up until four (4) months prior to the scheduled event – full refund.
- Notification of cancellation up until two (2) months prior to the scheduled event – 50% refund.
- Notification of cancellation within one (1) month prior to the scheduled event – no refund.
- If function is cancelled within 48 hours prior to the scheduled event there will be a 50% fee charged on all catering ordered.

Food and Beverage

- Special Dietary requirements - Should you require special meals, please notify the Events Department prior to your function. As you can appreciate there are now several types of meal requirements and these cannot be produced on demand unless specifically ordered prior to your event. We require four (4) days notice for ALL dietary requests
- Menu Pricing - Every effort is made by the Club to hold menu prices as printed, however menu prices may vary slightly on occasion at the discretion of management.
- Due to health regulations, Ballina RSL Club does not permit patrons, guests or invitees to bring items of food and beverage on the premises. Likewise, no food or beverages can be removed from the premises.
 - Cakes for special occasions are exempt from this rule. Please provide prior notice if bringing a cake. A charge of \$5.00 applies if you require staff to cut and serve your own cake as dessert.
- Costs of meals for DJs, bands, entertainers etc. will be added to the client's account and these are not automatically included in your function. Should you require meals for such, the Club requires four (4) days notice. These meals will not be produced on demand.
- Liquor - The Club does not permit alcohol to be brought in from outside of the Club. Should any special liquor requirements our Beverage Manager would be happy to discuss your needs.
- Responsible Service of Alcohol - Serious fines are in place for minors who obtain alcohol on a licensed premise to both the venue and the minor. Sufficient photo identification must be produced to provide evidence of age. Fines are also in place for people who buy or supply minors with liquor. Management and Staff are required by law to refuse you liquor service if you are under 18 years of age or unduly intoxicated, and/or creating a disturbance. All guests under the age of 18 years must have their legal guardian remain on the premises at all times during the visit to the Club. For further information, please visit www.olgr.nsw.gov.au

Floor plans

- Seating plans must be provided two (2) days prior to the commencement of your function. The Events Department is more than happy to advise of function room specifications. Delays & charges may be incurred if changes to room set are required on the day of the event.
- Ballina RSL Club reserves the right to rearrange or adjust specified room set-ups to ensure Workplace Health and Safety Regulations are adhered to.

Audio Visual

- The club provides in house audio visual equipment and the services of a technician for reasonable rates. A quote will be provided according your needs. Should you wish you to bring in an outside contractor a minimum fee of \$100 will be required to oversee set ups.

Delivery and Collection of Goods

- The Club will accept delivery of goods for conferences, exhibitions and events, no more than 5 working days prior to the event and must be collected within 2 working days of the conclusion of the event.

Outside Contractors

- Outside Contractors are required to liaise with the Functions Manager to ensure OH&S or other permissions are adhered to. Exhibition floor plans should be provided fourteen (14) days prior to the event

Client Responsibilities

- General and normal cleaning is included in the cost of the room hire charge, but additional charges may be payable if the function has created cleaning needs above and beyond normal cleaning.
- Please note that the organisers are financially responsible for any damages to the property/equipment during the function.
- The patron is responsible to conduct the function in an orderly manner. We reserve the right to intervene if a function's activities are considered illegal, noisy or offensive.
- The Events Department will take all necessary care, but will not accept responsibility for damage or loss of any client's property in the function rooms before, during or after a function. Any breakages, loss or damage to equipment or facilities will be charged to the client responsible for the function

Privacy

- Ballina RSL Club is committed to the privacy of your personal information such as your name, address, gender etc supplied by you in your interaction with the Club under the *Privacy Act 1988* (Commonwealth).

Payments

- An invoice will be generated on minimum catering numbers and payment is required prior to the event unless previous arrangements have been made. Final invoices will be issued on completion of the event.
- Payment can be made by cheque, credit card, or EFT.
- All prices quoted are GST Inclusive.

Credit Card Payments

- The Ballina RSL Club reserves the right to charge a 2.5% surcharge on clients using American Express or Diners Club and 1.5% for Visa or Mastercard.