



ROUNDHOUSE

HOTELS

TERMS & CONDITIONS

EVENTS AND FUNCTIONS

By booking directly with Premier Hotel, Diplomat Hotel and/or their websites you are agreeing to the following terms and conditions

GENERAL

The Hotel reserves the right to refuse service and cancel any reservation that does not meet the following terms and conditions
You must be at least 18 years old to make an Event booking.

CANCELLATION

All cancellations must be received in writing

All deposits are non-refundable

Cancellations less than 14 days prior to the event will incur a cancellation fee equal to 50% of the total estimated cost for the event.

Date Changes we be accommodated if space is available and the new date is within 30 days of the original booking.

PAYMENT

Credit Card Payment is taken 72 hours prior to the event.

EFT Payment is required 14 days prior to the event

Visa, MasterCard, American Express & Diners Cards all incur a surcharge of 1.2% for each transaction

All prices are in Australian dollars, are inclusive of GST and do not include commission (unless otherwise stated).

ADDITIONAL CHARGES

A surcharge of 25% on Sundays and public holidays is applicable for events under \$2000. This surcharge is reflected in the quote.

BAR TABS are settled at the time of the event, on its completion. A credit card pre-authorisation for all bar tabs and will be taken prior to the event, only the total of the bar tab will be charged.

Early access to the function room is subject to availability, must be made by prior arrangement and may incur a fee.

A venue hire charge of \$250.00 per hour will apply for any functions that continue past the agreed finishing time.

Assisting client's setting up or packing down equipment or goods can be arranged in advance and may incur a fee.

CATERING

Menu selection and dietary requirements are required two (2) weeks prior to the event

Final number are require 72 hours prior to the event.

Run sheets (detailing all aspects of the event) must be signed and returned 72 hours prior to the event.

All amendments to run sheet must be signed a returned within 24 hours of receipt.

Should numbers increase on the day of the event the hotel will endeavour to accommodate catering requirements but cannot guarantee availability of all meal options.

Self-catering is not permitted.

Removal of function food from the hotel is not permitted.

LOSS OR DAMAGE

The organiser is responsible for loss or damage of the hotel facilities by their guests.

A cleaning fee will be charged for damage or misuse of hotel facilities above standard wear and tear.

GUEST CONDUCT

Roundhouse Hotels reserves the right to refuse service, remove guests from the premises or close functions if guests are behaving inappropriately.

Roundhouse Hotels provides beverages in accordance with the responsible service of alcohol.

Refunds will not be issued if a function has been terminated due to guest conduct.

