

TERMS & CONDITIONS

MINIMUM SPEND

Exclusive use of the venue's event spaces are subject to a minimum spend requirement on food and beverage that also cover room charge, as outlined by the Event Manager at time of enquiry.

SERVICE

A 10% service charge is applicable to the final bill.

CONFIRMATION PROCESS

In order for your booking to be confirmed, a booking agreement should be completed and a 20% deposit received, upon when a formal confirmation will be issued.

PAYMENT PROCESS

Deposit – 20% at the time of booking.

Final payment – day/night of the event.

Any outstanding amounts/overages are payable at the completion of the event.

PAYMENT METHODS

All pre event payments may be made in the form of Credit Card (please note a 1.3% surcharge applies to Visa and Mastercard while a 1.6% surcharge applies to Amex), Direct Deposit, or Cheque. Any on the day/overage event payments may be made in the form of credit card (with applicable surcharges), or cash.

TIMING AND SET UP

Exclusive use of the venue's event spaces are subject to certain timings, to be organised with the Event Manager. One hour set up time is allocated, if you require more time, please discuss with the Event Manager on inquiry and they will work to accommodate you.

MANAGEMENT DISCRETION, SET UP

Firegrill are responsible for all event set up. Any space alterations are at the discretion of the Event and Venue Managers, taking into consideration any possible service hinderances and fire or occupational health and safety hazards.

MUSIC

Music is in house, supplied by Firegrill. Different styles of music may be requested for individual events, live music or dj's are considered on a case by case basis.

CANCELLATION BY THE VENUE

In the event that Firegrill is unable to proceed with your event due to circumstances outside of their control, all payments made will be refunded, less any applicable processing fees.

CANCELLATION BY THE CLIENT

Where the client cancels the event with more than 14 days notice, all payments made will be refunded, less any applicable processing fees. Where the client cancels the event with less than 14 but more than 5 days notice, all amounts paid less the 30% deposit will be refunded. Where the client cancels the event with less than 5 days notice, the minimum spend requirement or projected cost, whichever is of the higher value, will be payable.

TERMS & CONDITIONS

DECREASE IN NUMBERS

Any decrease in numbers within 5 days of your event is subject to a charge of 100% of the food cost, except as otherwise stated by the Event Manager.

INCREASE IN NUMBERS

Any increase in numbers within 5 days of your event, including on the day of the event, will be catered for to the best of the venue's ability and charged accordingly.

FINAL DETAILS

All details are due to be finalised 7 business days prior to your event. Any details finalised after this are subject to cancellation terms and conditions, availability and confirmation by the Event Manager.

SMOKING

Smoking is prohibited on any part of the building premises.

BEVERAGES

Pre-selection of beverages is requested by 7 business days prior to your event. Any adjustments after this time are subject to availability.

BYO - is not permitted.

RSA – Management enforces their policy of responsible service of alcohol and as such reserves the right to refuse any guest service of alcohol at their discretion.

FOOD

External catering is not permitted.

Cake – You are welcome to provide a cake for your event. All cakes are to be delivered on the day of the event only, no sooner than 2 hours before your event begins. A cake charge of \$3 per person applies.

DIETARY REQUIREMENTS

It is requested that all dietary requirements be made known to your Event Manager as part of your final details within 7 days of your event. Management will endeavour to accommodate any dietary requirements they are made aware of, to the best of their abilities.

DAMAGES

Any damage to the venue and/or its property during your event will be charged to the client.

DISCLAIMERS

Firegrill shall not be held responsible for any lost or stolen items.