

MILANO'S

TERMS & CONDITIONS

ROOM HIRE : the hire of Milano's Pavilion is included in the function pricings whilst ever you have more than 80 guests attending

CONFIRMATION OF BOOKINGS

A \$1000.00 deposit is required when making a function booking.

Bookings will not be confirmed until this document is returned signed with the deposit. The deposit shared within five (5) working days following your function date (to cover breakages / damages).

Full confirmation is necessary fourteen (14) days prior to your function date, as is full payment for the organized event.

The numbers confirmed constitute the minimum amount payable.

INSURANCE

Staff & management take all necessary care but accept no responsibility for damage or loss of property left on the premises prior to, during or following the function.

OVER TIME

Functions that exceed the agreed time of conclusion will be charged \$100.00 per hour (paid to the full hour in advance) over the agreed time.

BEVERAGES

Milano's on the Lake promotes:

THE RESPONSIBLE SERVICE OF ALCOHOL.

It is an offence to supply to persons under the age of eighteen. Guests are asked to ensure that under age persons in their party are not supplied with liquor.

It is an offence to supply liquor to an intoxicated person, or for guests to bring their own liquor onto licensed premises.

Milano's provides table and tray service only. There is no across the bar service provided to any clientele.

We promote a NO SPIRITS policy to our function clientele

CHILDREN

We request that children be kept in the care of adults at all times. Please ensure that children are supervised on the waterfront areas at all times.

STORAGE

All items left for storage will be at the discretion of the Function Co-ordinator with prior arrangements being made.

DAMAGE TO PROPERTY

Damage to property or willful misconduct is the financial responsibility of our function clients.

Our clients are financially liable for any damage sustained to the property whether through their own action or the action of their appointed contractors or sub-contractors.

This also ensures that nothing is to be nailed, screwed or stapled into any wall etc of the Restaurant or the Pavilion.

SECURITY

In the event that our security service needs to be called due to unacceptable behaviour from guests, all costs incurred will be deducted from the client's holding deposit. (\$1000.00 BOND)

GUARANTEED NUMBERS

We request that an estimated number of attendees at the time of the initial reservation. A guaranteed minimum number of guests attending the function are required within fourteen (14) days prior to the event.

This will then be regarded as the minimum number for catering & will also become the minimum number charged to your function account.

FINAL DETAILS

Milano's requests the following information (14) working days prior to your event.

- Menu & wine selection
- Room set up & configuration
- Audio visual requirements
- Reconfirmation of guest numbers
- Final details of additional requirements / services

AMEX AND DINERS

Payments made by Amex credit cards will attract a surcharge of 3% of the amount being paid.

Payments made using Diners Club credit cards will attract a surcharge of 5% of the amount being paid

PRICE VARIATIONS

Whilst every endeavour is made to maintain prices originally quoted, they may be subject to change. Price changes would not be more than a 5% increase on quoted prices.

CANCELLATIONS

In the event that your confirmed booking must be cancelled the following will apply A \$200.00 cancellation fee will occur.

Cancellation - 90 days or more prior - ten percent (10%) of total estimated function costs will be retained.

Cancellation - 60 days or more - deposit plus an additional fifteen percent (15 %) of total estimated costs will be incurred.

Cancellation - 30 days or more - fifty percent (50%) of total function costs will be incurred.

Cancellation - 14 days or less to day of function - 100% of total function account will be incurred.

All cancellations must be made in writing & will be assessed from the date received at Milano's. All prices include GST.

Responsible Authority

Date

Company Representative