

# Terms & Conditions - Package A and B

Thank you for considering Raffertys Resort as the venue for your Wedding. Please find below our terms and conditions for booking your wedding at Raffertys.

**Deposit:** Your booking is secured with a deposit of 10% of your estimated total with a minimum \$1,000.00 deposit payable. A further payment of 30% is due 6 months prior to your event then another 30% is due 3 months prior. Raffertys are unable to guarantee any booking until a deposit is received. The deposit will be deducted from your final invoice. All payments made by credit card will incur a 1.5% merchant fee.

**Minimum Spend:** A minimum spend of \$10,000.00 is applicable for weddings held on Saturday evenings in peak wedding periods being February, March, October & November. A minimum spend of \$9,000 is applicable to all other Saturday evening weddings (excluding Winter). Includes ceremony & reception packages. Minimum spend is applicable to other peak dates. Please discuss these with staff.

**Final Numbers:** We require confirmation of minimum numbers attending the event no later than fourteen (14) days prior. This number will be regarded as the final number for catering purposes and will be charged accordingly, even if fewer guests attend the actual event.

**Final Payment:** Final (30%) payment is required seven (7) days prior; this payment will include the package cost and any payments incurred for additional services. Payment may be made by either bank cheque, cash, EFT, direct deposit or credit card. Any additional charges incurred on the evening must be finalised at the conclusion of your reception. All payments made by credit card will incur a 1.5% merchant fee. If you wish to have an additional bar account you will need to supply credit card details prior to the function. Any additional charges including beverages must be paid in full on the night of the function or the supplied credit card will be debited.

**Cancellation:** Cancellations must be notified to Raffertys in writing and will incur the following fees:

More than 180 days prior - 100% of deposits refunded

180 – 31 days prior - 100% of deposits forfeited

Less than 30 days prior – 100% of the estimated catering costs

Date changes are subject to availability and fees may apply.

**Damage to the venue:** Any damage sustained to any part of the venue by the organiser or their guests is the responsibility of the organiser. The organiser is responsible to ensure a reasonable level of conduct of their guests during the wedding.

**Décor & Decorations:** Our function room(s) is set with oval tables seating 8–10 guests, white linen tablecloths and napkins, and crockery, cutlery and glassware to suit menu and beverage selections. The restaurant is set with formal squares seating 8–10 guests. Chairs are provided for up to half your guests if you book on our cocktail menu. Access to the function room/restaurant is available from 11:00am on the day of your function, other times may be available by prior arrangement. Please liaise with our Wedding Coordinator regarding access to the function room for the purpose of setting up table and room decorations. Should you wish to hire in your own chairs, there is a \$200.00 fee each way for the removal and replacement of Raffertys chairs. Hired chairs must be collected by the hirer immediately after the reception concludes. Walls, doors and other surfaces must not be nailed, screwed, stapled or in any way defaced. All room decorations must be approved by our Wedding Coordinator, all candle flames must be enclosed and the use of confetti or small glitter is not permitted.

**Music:** Any music played at the event must cease by 11pm, 10pm on Sundays.

The resort must be notified in writing if you wish to have a band play at your reception. This request will be approved by management within 7 days. All entertainment acts are required to maintain a noise level that does not cause disruption to in-house guests or resort neighbours. The use of drum kits and bass guitars is not permitted. Acoustic duos, string quartets and DJ's are permitted.

**Menu Selection:** Your final menu selection must be advised at your 6 week appointment (6) weeks prior to your wedding. Special dietary requirements must be advised when final Numbers are submitted and identification of guests requiring these meals provided in the seating plan. Menu items may change seasonally, any menu changes will be forwarded to you prior to your first planning meeting with our Wedding Coordinator. Wedding tastings are complimentary for the bride & groom. These are held periodically. We endeavour to have all brides & grooms attend a tasting prior to their wedding date however if unable to attend no discount or alternative is provided. 2 & 3 course menus will only be tasted.

**Responsible Service of Alcohol:** At Raffertys we fully support the responsible service of alcohol and we reserve the right to refuse service of alcohol to anyone who we believe is intoxicated or under the age of 18 years. We ask for your full

co-operation in supporting us with the responsible service of alcohol principles.

**Insurance:** Though Raffertys will take all necessary care, it can accept no responsibility for loss or damage to the property of the client, their guests or their contractors. The client, therefore, should arrange their own insurance including Personal Insurance cover for their guests and contractors.

**Minimum Numbers:**

Lakeside Lobby Min. 30 persons (under 50 guests available lunch only)

Catherine Hill/John Taaffe room Min. 60 persons

The Jetty Restaurant Min. 90 persons

**Beverages:** The cost of beverages is included in our package prices. To ensure availability of your chosen wines, at least 14 days notice is required for upgraded beverage packages. Our House Policy states that BYO is not permitted for either the ceremony or reception. Bar service subsequent to the conclusion of the beverage package is subject to management approval on the evening and must fall in line with our RSA policy.

**Deliveries:** Delivery of Wedding Cakes will not be accepted prior to 2:00pm for evening receptions and 9:00am for day time receptions. Setup of your cake must be done by the delivery person. Items such as decorations and flowers will be accepted after 2:00pm for evening receptions and 8:00am for day time receptions. Raffertys accepts no responsibility for the storage or setup of any additional items.

**Permissions:** I acknowledge that the Resort may take photographs and/or audio and visual recordings of the Event and hereby give my express permission for the Resort to use the media for promotional purposes, including any originals, reproductions and edited copies.

**Surcharges:** Our wedding package includes our room hire fee, the fee covers the hire of the function room for five (5) hours prior to eleven (11:00pm) and ten (10:00pm) on Sunday's. Due to evening commitments, day functions must cease at 4:30pm and 4:00pm on Sunday's. A surcharge of 20% applies should your wedding be booked on a Public Holiday. A surcharge of \$150.00 is applicable for receptions held in the Lakeside Lobby booked with package Wedding Package B.

**Smoking:** Our venues are all non-smoking. Smoking facilities are available on the terrace/verandah.

**Venue Hire Times:** Lunch reception hire Friday & Saturday 11:30am – 4:30pm, Sunday 11:00am – 4:00pm. Dinner