



Terms & Conditions

Wedding Function

Booking Confirmations & Tentative Bookings

The Emerald Room – Pacific Resort Cleveland will hold tentative bookings for seven (7) days. If we have not received a response within seven (7) days the space will be automatically released for other bookings. A **deposit of \$650**, together with a signed & completed copy of the Terms & Conditions, is required to secure a booking. However, until we are in receipt of the signed terms & condition agreement, management reserves the right to cancel the booking & allocate the space to another client.

Cancellation

If you cancel your function the following charges will apply:

TIME OF CANCELLATION	CANCELLATION CHARGES
More than 365 days prior to your function date	Full deposit is refunded
364 days to 182 days prior to your function date	We will retain your deposit
181 days to 90 days prior to your function date	We will retain your deposit & charge a \$2200 (inc GST) cancellation fee.
89 days to 15 days prior to your function date	We will retain your deposit & charge a \$3300 (inc GST) cancellation fee
14 days prior to your function date	We will charge 100% (inc GST) of the anticipated function costs as determined by The Emerald Room – Pacific Resort Cleveland

A cancellation will only be effective if it is made in writing & when it is received by The Emerald Room – Pacific Resort Cleveland
If you wish to re-schedule your function, charges may apply.

Outside Services

If The Emerald Room books a 3rd party supplier service on your behalf & the service was cancelled within a 30 day period prior to the function any fees incurred would be on charged to the client.

Menus

The Emerald Room will make every endeavour to satisfy your chosen menu. However, if The Emerald Room considers that it is necessary to make minor changes to your chosen menu due to a lack of availability of supplies, you will be consulted regarding any potential menu changes.

For bookings beyond 31st December 2012, menus are samples only & new menus will be confirmed closer to your function date.

Due to the nature of The Emerald Room being a function centre unfortunately menu tasting is NOT available.

Pricing

All prices quoted are valid until the 31st December 2012 & maybe based on a minimum number of guests attending & possibly a minimum spend per function (This will be confirmed in quote if required). All prices include GST & are subject to change at The Emerald Rooms discretion. For bookings beyond 31st December 2012, please allow for a yearly price increase of maximum 6%. These will be confirmed closer to the date of your function.

Minimum Catering Spends & Minimum Numbers

Minimum spends are applicable on some dates. Your coordinator will confirm this in a personalized quote for your event.

Function Timing

It is the client's responsibility to ensure that the function begins at the specified starting time. The venue will not be held responsible should guests not be punctual in arriving or being seated, or should speakers, attendees or the client delay the commencement of any event, or if any other interference beyond the control of the venue does not permit us to commence service at the contracted time. If the function begins after the specified starting time it will still be subject to the finishing time specified in the event booking agreement unless management agrees otherwise.

Functions are no longer than six-hour duration.

Surcharges

There are no surcharges for Sunday weddings & receptions; however a surcharge applies for functions held on Public Holidays (This will be confirmed in your personalized quote).

Confetti, Sprinkles & Candles

Confetti is not permitted at the Function Centre. Candles, table sprinkles, etc. are only permitted by arrangement with The Emerald Room. A cleaning fee of \$220 will be charged should your function not comply with this requirement.

Protection of property

The Emerald Room will take reasonable care to protect the property of guests, but accepts no responsibility for any loss or damage to property in the Function Centre prior to, during or after functions.

Table Centrepieces & Furnishings

Should you or any of your guests wish to take table centrepieces & or any other furnishing that The Emerald Room has provided for your event, a replacement charge will apply. Centrepieces or furnishing are to be charged at an amount agreed by Management of The Emerald Room.

Damage or Loss

Loss of or damage to the Function Centre including furniture, fixtures, carpets, grounds, fittings, hired equipment or other property during functions caused by the client, guests or the client’s agents or contractors will be the responsibility of the client & charges will apply. Under no circumstances are adhesive tapes, blu-tack, glue, tacks, nails or other methods of affixing materials to be used.

Conduct of Persons Attending Functions

The Emerald Room reserves the right to expel or reject any guest or other person at a function who in the opinion of The Emerald Room behaves in an objectionable or unreasonable manner.

Entertainment

The Emerald reserves the right to control the quality, style & volume of any entertainment booked for the Function Centre. You are welcome to arrange your own entertainment, but it is recommended that you & your entertainers discuss the details with The Emerald Room’s staff to avoid any problems during your function.

Liquor Licensing

The Emerald Room will close its doors at 12.00 midnight. There are no exceptions to this rule. The Emerald Room reserves the right to close the bar & refuse the service of alcohol to any person which The Emerald Room considers to be intoxicated, disorderly or under the age of 18 years.

Smoking

Smoking is not permitted inside the Function Centre. Guests or other persons must proceed to the designated smoking areas outside the Function Centre should they wish to smoke.

Payment

Full payment of your event is required 14 days prior to your function date.

Any additional costs incurred during the function, such as alcohol consumption in excess of your beverage package, must be paid in full prior to the end of your function or as otherwise agreed by The Emerald Room with no exceptions.

Payment can be made by bank cheque, cash, direct debit, MasterCard, Visa, Amex or Diners Card. Credit card transaction fees may apply for certain cards – Please see staff for further details.

Final Guest Numbers

You must confirm with The Emerald Room the final number of guests twenty one (21) days prior to the date of your wedding. An invoice will be issued to you for the confirmed number of guests & will require payment within seven (7) days. (Please see payment section). Should your numbers fall below what is confirmed twenty one (21) days prior, there will be no refund payable.

Final Arrangements

Except for the final number of guests for your wedding (as required twenty one (21) days prior) all other arrangements for your function are to be confirmed & finalised with The Emerald Room’s staff at least fourteen days (2) weeks prior.

I/We have read and agree with the above Terms & Conditions and undertake to comply with all respects of the Terms & Conditions and any related charges, fees and payment schedules.

Client Signature _____ Date _____

Client Name (printed) _____

Client Signature _____ Date _____

Client Name (printed) _____

Function Date _____

Function Start time _____ Finish time _____