

# Booking Guidelines

## To Book

Love the venue as much as we do? Amazing! To book your event, send us an email confirming that you would like to go ahead, outlining the date and time of the event and number of guests. From there, we'll ask you for a signed contract and 20% deposit of your agreed spend. Once paid, congratulations! You're about to start planning an incredible event with one of our fabulous event coordinators. Just note that if you are booking an event 14 days or less before the date, full payment is required at the time of booking.

So that your event can run as smoothly as possible, we require guest number confirmation, final payment and all dietary requirements no later than 10 days prior to your event date.

## Our Food

We work with lovely, fresh produce. This does mean however that all menu items are subject to change according to seasonality and availability. As great as we are at catering for nearly all dietary requirements, all Melbourne Hospitality People (MHP) kitchens contain nuts, shellfish and other allergens. Traces of these may be in the food. If MHP has not been given prior notification, the client will be charged pro rata for all additional items required. MHP will aim to cater appropriately for all dietary requirements and allergies, however, cannot guarantee, nor take responsibility for any reaction to the food.

## Housekeeping

To ensure all our guests have the best time, we do not allow; Inappropriate behaviour, games, activities or novelty items.

Decorative items that may interrupt the splendid view including balloons and large floral arrangements. Exceptions are made for full venue exclusive events.

Yes, we are famous purveyors of all things fun, celebratory and impulsive. However, we are also in the business of keeping it fabulous and safe for all – including you! To do this, we always practice our Responsible Service of Alcohol. If we ask you to slow down and have some water, consider us your guide in getting you back up on the D-floor, and take our advice.

We are proud to be a venue free from discrimination. Discriminatory behaviour or language will not be tolerated.



## Surcharges

Saturday and Sundays - 10% surcharge applies to food and beverage

Public Holidays - 15% surcharge applies to food and beverage

## FAQs

### Is there a minimum spend?

A minimum spend is required to reserve one of our spaces on a semi-exclusive or exclusive basis. This is met by your food and beverage selection. Our minimum spends are season and space dependent.

### How long can my event go for?

Celebrate your semi-exclusive event for 3 hours, or kick it up a notch for 4 hours for your exclusive event. Exclusive lunch events can run anytime from 12pm - 4pm or 1pm - 5pm, and exclusive evening events anytime from 6pm - 10pm or 7pm - 11pm. Please discuss with your coordinator if you need more time that what is regularly allocated.

### My friend is vegan, gluten free, FODMAP, pregnant, allergic to peanuts and hates mushroom, can they still come?

Our chefs love making sure everyone is well looked after! Just let your coordinator know of any dietary requirements 10 days prior to your event and we will make sure they don't leave hungry.

### Can I bring a cake?

Absolutely! You are welcome to bring your own cake and we will provide plates and cutlery free of charge. We can also serve your cake plated with seasonal garnish and cream for \$3 per person.

### Can I display a cake?

If you would like to display your cake for your semi-exclusive booking, please discuss this with your event coordinator as additional fees may apply.

### What's the dress code?

We want all of our guests to feel comfortable at Captain Baxter, and ask that you dress fun but respectable! Dirty workwear, swimwear or dress ups are not permitted.

### Can we take home leftover food from our event?

We're so glad you loved the food so much that you want to take it home! Unfortunately, due to food safety requirements, leftover food cannot be taken post event. We don't like wastage, so please enjoy all of the food while you're in venue.

### I'm in a wheelchair and I like to party, how do I get in?

Our venues are incredibly accessible. For more details, please feel free to contact your event coordinator.

### We would like to do speeches, can we?

You are absolutely more than welcome to give a speech, however, we are not able to isolate our speakers and turn the music down. Please work on your vocal exercises prior and keep it short and sweet. If you are using the venue exclusively, you can speak for as long and loud as you like!

## **Cancellation/Postponement Policy**

This applies to all events excluding venue exclusive events. The full terms and conditions will apply to venue exclusive events. These can be found below.

**SEMI-EXCLUSIVE EVENTS** - *Events including set menus, cocktail functions, and restaurant bookings with no minimum spends.*

Cancellation before 7 days will forfeit 20% of the minimum spend or the booking fee whichever is higher.

**EXCLUSIVE ROOM EVENTS** - *Events with minimum spends*

*Captain Baxter - Palm Room, Atrium South, Atrium Bar, Dining Room, Cocktail Bar*

*Republica - Lounge, Wine Room, Main Restaurant, Courtyard Verandah*

*Mr McCracken - Main Restaurant, Main Bar, Bar Lounge*

*Toorak Hotel - Private Dining Room, Jackson Room, Lounge Bar*

Cancellation/Postponement before 30 days will forfeit 20% of the minimum spend or the booking fee whichever is higher.

Cancellation/Postponement between 14 - 29 days will forfeit 50% of the minimum spend.

Cancellation/Postponement between 7 - 13 days will forfeit 75% of the minimum spend.

Cancellation/Postponement of 6 days or less will forfeit 100% of the minimum spend.

*Day 1 is deemed the day we receive written confirmation of intention to cancel.*

The non-refundable booking fee is in place to act as compensation for administrative costs, stock loss, and lost opportunity associated with an event or reservation.

For a full list of terms and conditions, please visit [melbournehospitality.com.au](http://melbournehospitality.com.au)

# FULL VENUE EXCLUSIVE EVENT T&C's

## CANCELLATION / POSTPONEMENT / CHANGE OF DATE

### CANCELLATION BY CLIENT

1.1 If the client chooses to cancel the booking for the Event, the following terms will be applicable:

These fees are to compensate Amello Pty Ltd for the administration costs, business losses and lost opportunity. These shall be considered liquidated damages.

1.1.1 More than 6 months' notice, cancellation fee will be equivalent to the initial Booking Fee amount, thus the Booking Fee amount will be forfeited.

1.1.2 Notice of 3 to 6 months, the Booking Fee amount and the 1st Progress Payment amount or 45% of the minimum spend, whichever is higher, will be forfeited.

1.1.3 Notice of 1 to 3 months, the Booking Fee amount and the 1st and 2nd Progress Payments amounts or 70% of the minimum spend, whichever is higher, will be forfeited.

1.1.4 Less than 31 days' notice, the Booking Fee amount and all Progress Payments or 95% of the minimum spend, whichever is higher, will be forfeited.

### POSTPONEMENT BY CLIENT

3.2 If an Event is postponed or date changed, the following terms are applicable:

3.2.1 3.2.1 Notice of 6 months or more: 50% of your booking fee will be rolled over to your new date; 50% of your booking fee will be forfeited.

3.2.2 Notice of 3 to 6 months: the postponement fee will be equivalent to the Booking Fee amount.

3.2.3 Notice of 1 to 3 months, the postponement fee will be the full cancellation fee as per 3.1.2.

3.2.4 Less than 31 days' notice – the postponement fee will be the full cancellation fee as per 3.1.3.

3.3 Amello Pty Ltd will make their best endeavours to accommodate any postponement, however, cannot guarantee a future date.

3.3.1 The Client accepts that the Minimum Spend for a newly agreed date, will be based on our requirements at the time of the new date and the previous agreed minimum spend will be void. All outstanding payments due will be adjusted to conform with the new minimum spend and reflective of that change.

3.3.2 The client accepts that if an Event is postponed to a new date, this contract will be terminated, and the parties will enter into a new contract for the new date.

### CANCELLATION BY AMELLO

1.4 Amello Pty Ltd reserves the right to cancel or postpone any confirmed booking if:

3.4.1 Any payments are not made by the due date.

3.4.2 The nature of the Event alters in a way, including, but not limited to, the number of guests substantially changing, the type of Event changes or the nature of the Event changes in such a way that it would be prejudicial to the corporate image of Amello Pty Ltd.

1.4.3 Undue difficulties arise in communications between Amello Pty Ltd and the Client, the nominated contact person or anyone else associated with the client, in relation to the Event.

1.4.4 The Client does not abide by any time requirements set out in these Terms and Conditions or in any communication with them.

3.4.5 Any arrangement or proposal for the Event is unacceptable to Amello Pty Ltd.

3.4.6 There are double bookings and Amello Pty Ltd is unable to conduct the Event due to a conflict of date or time.

1.5 The Client agrees that all cancellation and postponement charges and fees are reasonable and agree that they act as compensation for Amello Pty Ltd's administrative costs, stock loss and lost opportunity.

1.6 If Amello Pty Ltd cancels or postpones any confirmed booking under 3.4.6, it will use all reasonable endeavours to make alternative arrangements to your satisfaction including arranging an alternative suitable venue and/or nominating an alternative suitable date. If suitable alternative arrangements cannot be agreed, Amello Pty Ltd will refund all monies paid but will not be liable in any way for any other claim, demand or compensation.