

# TOOWOOMBA MOTEL and EVENTS CENTRE

## TERMS AND CONDITIONS CONFERENCE AND EVENTS SERVICES PLEASE READ THIS DOCUMENT CAREFULLY **AS IT CONTAINS IMPORTANT INFORMATION**

### 1. BOOKINGS

- 1.1 Confirmation of your booking is required in writing to the Toowoomba Motel and Events Centre and a deposit payment made (full room hire amount or 10%, whichever is greater) within fourteen (14) days of making your booking.
- 1.2 If a signed copy of this 'Terms and Conditions' document and a deposit is not received by the Toowoomba Motel and Events Centre within fourteen (14) days, your booking may be cancelled.

### 2. PAYMENT

- 2.1 Immediately, on conclusion of your conference or event final payment to the Toowoomba Motel and Events Centre is required, unless a credit facility is already established with the Toowoomba Motel and Events Centre. Credit applications must be received at least seven (7) days prior to the event. If credit is denied another method of payment will have to be provided, prior to conference or event.
- 2.2 Payment may be made by cash, bank cheque, money order, credit card, eftpos, or direct bank transfer
- 2.3 If credit is approved, the Toowoomba Motel and Events Centre will provide a tax invoice stating the conference or event charge and/or accommodation charge. Payment is required within 7 days by cash, money order, credit card, eftpos, or direct bank transfer to Annoven Pty Ltd, NAB, Ruthven Street, Toowoomba (BSB 084-961 Account 590778495). Payments by credit card may incur a 2% surcharge , AMEX will incur a 3.5% surcharge

### 3. CONFERENCE OR EVENT DETAILS

- 3.1 You are required to confirm to the Toowoomba Motel and Events Centre, five(5) days before the conference or event –  
**confirmation of menu - food and beverage requirements and meal times & *Dietary Requirements***  
**technical requirements;**  
**room set ups;**  
**number of persons expected to attend the conference or event;**  
**and the start and finish times.**
- 3.2 The guaranteed number of guests attending the conference or event is required by 10.00am five (5) days prior to the event for catering purposes. Increases of up to 10% of the guaranteed numbers are acceptable after this time, and additional charges apply. Should a guarantee number not be received, the attendance indicated on the Function Order will be taken as final.
- 3.3 If the number of guests who attend the conference or event differs by more than 20% from the number of persons notified to the Toowoomba Motel and Events Centre, the price charged for your catering may be reviewed.

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- 3.4 All plans and designs for any exhibitions or displays that are proposed for the conference or event shall be provided to the Toowoomba Motel and Events Centre at least seven (7) days prior to the conference or event.
- 3.5 All persons attending the conference or event must leave the designated conference or event space at the closing hours indicated on the Function Order.
- 3.6 You must ensure that nothing is nailed, screwed or adhered in any way to any wall, door or other part of the building unless prior permission is granted by the Toowoomba Motel and Events Centre.

### 4. CONFERENCE OR EVENT CANCELLATION

- 4.1 If a conference or event booking is cancelled:
  - Between fourteen (14) days and seven (7) days before the conference or event, a charge up to 50% of the estimated conference or event charge may be incurred;
  - Within seven (7) days of your conference or event, full payment for the estimated conference or event charge is required.
- 4.2 Any cancellations, changes or additions must be received in writing.

### 5. CIRCUMSTANCES BEYOND THE CONTROL OF THE TOOWOOMBA MOTEL AND EVENTS CENTRE

- 5.1 If the Toowoomba Motel and Events Centre is unable to provide the facilities or any other arrangements for your conference or event or any part thereof or to otherwise perform the terms of this agreement and the Toowoomba Motel and Events Centre's failure is due to circumstances beyond its decision or control, the Toowoomba Motel and Events Centre is not responsible for any costs, damages or expenses that you may suffer or incur.

### 6. CONDUCT OF THE CONFERENCE OR EVENT

- 6.1 The conference or event must be conducted in an orderly and lawful manner and in accordance with the conditions attaching to the Toowoomba Motel and Events Centres licences granted under the Liquor Act, 1982.
- 6.2 The Toowoomba Motel and Events Centre may terminate the conference or event if the Toowoomba Motel and Events Centre reasonably believes that your conference or event is not being conducted in an orderly and lawful manner.
- 6.3 The Toowoomba Motel and Events Centre has no responsibility for any costs, damages or expenses that you may incur in relation to the Toowoomba Motel and Events Centres termination of the conference or event.
- 6.4 The Toowoomba Motel and Events Centre may exclude or remove any persons or possessions from the conference or event or from the Toowoomba Motel and Events Centre premises.
- 6.5 No food or beverages of any kind, other than those provided by the Toowoomba Motel and Events Centre, will be permitted on the Toowoomba Motel and Events Centres property without the consent of a representative of the Toowoomba Motel and Events Centre.

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- 6.6 This Toowoomba Motel and Events Centre practices principles of responsible service of alcohol. Intoxicated persons will not be served alcohol and may be removed from the premises.

### 7. SPECIAL EFFECTS

- 7.1 Smoke machines, special balloon effects and / or pyrotechnics cannot be operated without the prior authority from the Toowoomba Motel and Events Centre, due to the effect on the Toowoomba Motel and Events Centre smoke detectors. Should a Fire Brigade respond to an alarm in a conference or event room, which has been set off by an unauthorised use of smoke machine, special balloon effect and or pyrotechnics, you will be liable for any charges incurred by the Toowoomba Motel and Events Centre.

### 8. SURCHARGES

- 8.1 Surcharges are applicable to the total food and beverage account for conference or events held on a Public Holidays at 15%.

### 9. SET UP AND DELIVERY

- 9.1 All deliveries to the Toowoomba Motel and Events Centre must be advised to the Toowoomba Motel and Events Centre prior to delivery and must be marked with the event name and date.
- 9.2 Any items that have not been collected after the event will be disposed of within fourteen (14) days.

### 10. TOOWOOMBA MOTEL AND EVENTS CENTRE WAIVER

- 10.1 The Toowoomba Motel and Events Centre waives responsibility for theft, damage or loss of any goods brought onto the Toowoomba Motel and Events Centre premises.
- 10.2 The car park at the Toowoomba Motel and Events Centre is part of a private car park. The Toowoomba Motel and Events Centre is not responsible for any theft, damage or loss to any goods that may occur in this car park.
- 10.3 Should a representative grant consent as per clause 6.5, the Toowoomba Motel and Events Centre waives responsibility for the introduction of this food to the conference or event and the effect thereafter.

### 11. LOSS AND DAMAGE TO THE TOOWOOMBA MOTEL AND EVENTS CENTRE PROPERTY

- 11.1 You are responsible for all loss or damage to the property of the Toowoomba Motel and Events Centre (including the Toowoomba Motel and Events Centre Premises and any fixtures, furnishings or goods on or off the Toowoomba Motel and Events Centre) caused by or arising from any act or omission by you, your guests or any other persons attending the conference or event or present in the Toowoomba Motel and Events Centre rooms

### 12. AUDIO VISUAL SERVICES

- 12.1 Any audio visual equipment to be supplied will be itemised on the conference or event order.

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### 13. SUBSTITUTION OF CONFERENCE OR EVENT ROOMS

13.1 The Toowoomba Motel and Events Centre may assign another area or room for the conference or event in the event that the area or room originally designated is unavailable for any reason or the Toowoomba Motel and Events Centre believes the area originally designated for your conference or event is deemed inappropriate. If possible, you will be consulted in regard to this change prior to it occurring.

### 14. GOVERNMENT TAXES, CHARGES OR LEVIES

14.1 Rates and prices are subject to change without notice due to the imposition of Government taxes, charges or levies.

#### **IMPORTANT NOTE**

Please read these terms carefully. If you do not understand any of the terms or have any questions, please discuss them with the Toowoomba Motel and Events Centre Event Co-ordinator. If you have read and understood the terms set out above and accept them, please sign the terms. In signing the terms, they are binding.

Toowoomba Motel and Events Centre Event Co-ordinator –

Tel 07 4631 8678

Name of event or conference or event: \_\_\_\_\_

Confirmed conference or event date/s: \_\_\_\_\_

Company: \_\_\_\_\_

Name of authorised person: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_

**Function Payments**

2 Burnage Street, Toowoomba Qld 4350

Tel: (07) 4631 8600 Fax: (07) 4631 8660

Email: [events@toowoombamotel.com.au](mailto:events@toowoombamotel.com.au) Visit us at: [www.toowoombamotel.com.au](http://www.toowoombamotel.com.au)

A.B.N. 13259828983

## TOOWOOMBA MOTEL and EVENTS CENTRE

Please sign the "Terms and Conditions" form along with the information below  
and returned to  
Toowoomba Motel and Events Centre to secure your booking.  
Fax: 07 4631 8660

Function Name: _____
Function Date: _____
Company Name: _____
Today's Date: _____

Please circle your method of payment

Cash

Credit Card\*

Room charge

Purchase Order\*

***\*If you would like to pay by Purchase Order or Credit Card and do not have an account, a credit application form will need to be completed and will be subject to approval.***

For Credit card payments:

Card Holders Name \_\_\_\_\_ Exp Date: \_\_\_\_\_

Card Number \_\_\_\_\_

Signature \_\_\_\_\_