

TERMS AND CONDITIONS

1. Booking Confirmation:

Confirmation of a booking by the client must be made within two (2) months of the tentative reservation by returning the signed confirmation form, dietary requirements, agreeing to these terms and conditions and paying the deposit. (Please refer to clause 3 below)

2. Deposit

Deposits of 20% are required for weddings three (3) months prior to the event and 20% for functions 2 months prior the event. This amount will be deducted from your total function amount at the end of the event.

3. Final Numbers

Final numbers are required seven (7) working days prior to the event. Please note that this number will form the basis for final charging. Drinks on consumption or bar tabs must be paid upon conclusion of the event. No refunds will be given if numbers reduce once final numbers given.

4. Final Payment

All catering (excluding drinks on consumption and bar tabs) must be paid 3 days prior to the event. Payment can be made by credit card, direct deposit and cash.

5. Change of Date

If the client requires the date of the event to be changed, Cactus Country will make all reasonable efforts, subject to availability, to change the event date. If Cactus Country is unable to accommodate the change of date, the event will be treated as a cancellation and deposit will be forfeited

6. Cancellations

If the client, under any circumstance, cancels the booking less than seven (7) days prior to the function date the deposit will be forfeited.

7. Final Details

Please confirm space arrangements and menu selections at least 10 business days prior to the function.

8. Food & Beverages

In accordance with current licensing laws, no food or beverage (except for Birthday or Wedding Cakes) can be brought into or taken from the venue by the organiser or any of the organiser's guests, unless using a licensed catering service.

9. Cleaning

General and normal cleaning is included in the cost of venue hire. Additional charges may be incurred by you in the instance your event has created an excess cleaning requirement. Please note that there is to be no use of glitter, small decorative scatter shapes and confetti. If used, you will be charged additional cleaning charges.

10. Collection of cars and function conclusion time

All functions must conclude no later than midnight (12am) to comply with council regulations. Please note all bar staff needs to cease serving alcoholic beverages 30 minutes prior to the conclusion of your function time to ensure guests have vacated the venue at the agreed hire time. Collection of vehicles and properties must be done by 10am on the following day.

11. Damage

The client is financially responsible for any damage caused to the venue and fittings during the event by any of their guests or suppliers (event stylists, bands, djs, etc.) Decorations, posters & banners cannot be affixed on the walls or plants in the garden.

12. Security

a. Cactus Country reserve the right, without liability, to remove, exclude or manage patrons who breach any policies or legal responsibilities whilst in or prior to entering the venue.

b. Cactus Country management reserve the right to end an event early if there have been too many incidents, evictions and/or too many intoxicated patrons as per our Liquor License. Guests may also be required to leave via an alternative exit as directed by staff, if this is the case.

13. Responsible Service of Alcohol Policy

Cactus Country is committed to the responsible service of alcohol because we aim to provide a safe and friendly environment to our guests and staff and because we also abide by our legal obligations under the liquor licensing regulations and laws.

All our staff are trained in Responsible Service of Alcohol (RSA). We seek the cooperation of guests to assist us to provide the best possible experience for you and your guests.

We adopt the following RSA practices for functions:

- It is the responsibility of the client to ensure their guests remain within the venue boundaries whilst consuming alcohol and do not trespass onto adjoining properties. Guests must comply with all signage at the venue.
- We require you to nominate a responsible person to assist our staff with any issues regarding liquor service at your function
- Guests over the age of 18 must have suitable identification (Drivers Licence, Learners Permit or Passport) that is valid.
- Minors under the age of 18 years will not be served alcohol, nor will guests over the age of 18 who do not have suitable identification.
- All guests are encouraged to ensure they have safe transportation home from the function. If you do not, please speak to our staff who are only too happy to call a taxi for your guests.
- Water will be freely available always.
- We are also happy to provide designated drivers with free soft drink through the course of the function.
- We reserve the right to stop the supply of alcohol to function guests if it becomes apparent at any time that guests are intoxicated.
- We also reserve the right to close the bar completely at any time during the function if there are too many issues as per the Liquor Licence. This can happen regardless of whether you have a beverage package that has not yet ended or there is still money on your tab.

14. Under Age Patrons

All guests under the age of 18 must be under the strict supervision of a parent or guardian and must remain within the designated function area. Underage guests MUST NOT consume alcohol. If found to be doing so, they will be escorted out of the function room, and a parent/guardian will be called to collect the minor.

15. Use of the garden

Access to the garden is strictly prohibited, unless formal arrangements have been made with Cactus Country.

16. Prices

The prices are current at the time of quotation and may be subject to change at the discretion of management. Upon receipt of your deposit, fixed prices will be confirmed in writing.

17. Photos

Please note that from time to time, photos may be taken by the venue before and during your function for marketing and/or social media use. Please advise us if this is a problem.