



WALKABOUT CREEK

– Wedding & Events –

Wedding Terms and Conditions

**Please initial each page, sign where indicated, and return by email to your event coordinator when paying your deposit.*

CONFIRMATION DEPOSIT

Upon confirmation of your event, a non-refundable administration fee of \$1000.00 is required to secure your venue hire on your specified date. Walkabout Creek Events' Terms & Conditions must be fully initialled and signed at this time. Failure to provide a fully signed Terms & Conditions and the relevant deposit on confirmation may result in the release of that date and your event not proceeding. Upon confirmation of your event, credit card details must be supplied to Walkabout Creek Events, which will be held on file. The client agrees to the use of these credit card details for the payment of any additional charges accrued or incurred on the night of the event.

PAYMENT TERMS

Your wedding is to be paid off in three transactions.

1. A **non-refundable \$1000 administration fee** must be paid to secure your date, ceremony area and reception room. The administration fee is a non-refundable deposit towards your wedding and is subtracted from your balance payment.
2. 50% of the estimated total revenue amount must be paid 3 months before the event date. An invoice will be sent to you with your due date listed.
3. Full payment of the balance of your event is required no earlier than fourteen (14) days or later than seven (7) days prior to the date of the event. Walkabout Creek Events does not accept partial payments or payment plans.

Failure to meet these requirements may result in your event not proceeding. All prices are subject to change without notice. All prices quoted are inclusive of GST. Once a deposit is paid, the per head package price is fixed.

ROOM AND FACILITIES HIRE

Each package includes a room hire period of six hours. Additional hours can be purchased for an additional cost up until 12am. Additional room hire will be charged at full rates if guests linger past event close time. Access to the venue for setting up will be allowed only on the event day. Any change to this condition will be subject to written agreement with Walkabout Creek Events. A complimentary music and PA system is available in both hire rooms. Walkabout Creek Events cannot be held responsible for any technical faults that may occur during the time of your event. All images provided in all brochures and websites are for strictly for illustration purposes only.

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CEREMONY CONDITIONS

The ceremony time noted on your confirmation documentation is final. Any adjustments in time are at the discretion of Walkabout Creek Events. Access to the ceremony area will begin 30 minutes prior to ceremony start time and 1 hour from ceremony start time (total of 1.5 hours). The fee for the wet weather ceremony option held at Walkabout Creek (Walkabout Creek Events) will be the same as the original price quoted. Please note drinking alcohol in a public space is illegal. No alcohol is permitted at Walkabout Creek including ceremony areas or in the car park.

MINIMUM NUMBERS

Weddings with less than 50 adults will incur a room hire charge of \$550 on Fridays and Saturdays. Any event occurring on a Sunday must meet a minimum of 50 adults and will be charged \$10pp extra. Package prices are fixed regardless of which elements of the package are used. Any alteration to package pricing is subject to the discretion of Walkabout Creek Events.

FINAL NUMBERS

A guaranteed minimum number of guests attending the function is required fourteen (14) days prior to the event. Charges will be based on the guaranteed number or final catering number, whichever is the greater. Numbers can increase up to 2 working days prior to the event (so long as numbers stay within capacity), and additional charges will be paid upon notifying Walkabout Creek of the change, and prior to your wedding commencing. If numbers reduce after payment has been made, refunds are not applicable.

EVENT ORDER

Event orders need to be finalised seven (7) days prior to the event. Verbal agreements must be transferred into writing on the event order to be confirmed.

MENU SELECTION, DIETARY REQUIREMENTS & MENU SUBSTITUTION

Menu selection must be confirmed no less than a month prior to the event. You do not need to factor in your guests' dietary requirements when selecting your menu if you are on an Alternate Serve or Banquet Package. If you are on a Buffet, you must ensure your selection caters to all guests, including dietary guests.

We must be notified of any dietary requirements at least fourteen (14) days prior to the event date. Guests who declare themselves to have a dietary requirement on the night that we were not informed of prior may not be catered for.

Due to seasonal availability, Walkabout Creek Events reserves the right to substitute any unavailable menu items for something of equal or greater value. We will endeavour to maintain quoted menus, and if substitution is necessary, you will be notified prior to your event.

BEVERAGE SUBSTITUTION

Due to supplier availability, Walkabout Creek Events reserves the right to substitute any unavailable beverage items for something of equal or greater value. We will endeavour to maintain quoted menus, and if substitution is necessary, you will be notified prior to your event. All alcohol must be purchased and consumed at Walkabout Creek Events. There is strictly no BYO available.

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ADDITIONAL CHARGES

An invoice may be created for any additional charges (eg staff, beverage consumption and/or increase in numbers) which must be paid for at the end of the function. The client agrees that the credit card details supplied below can be used by Walkabout Creek Events to pay their additional charges. Any unforeseen changes to legislation that result in additional charges will be passed on at that same rate to the client. Additional room hire will be charged at full rates should guests linger after event close time.

Any event occurring on a public holiday will be subject to additional staffing charges. These charges are at the discretion of Walkabout Creek Events and vary for each individual event.

BREAKAGES AND CLEANING

Any missing equipment, breakages and/or damage to equipment supplied by Walkabout Creek Events, will be added to your additional charges invoice for payment after the event. Any additional cleaning that is deemed outside of Walkabout Creek Events' usual responsibility will be on charged to the client. Decorating the function room/area is allowed however certain decorations are not permitted [i.e. confetti, sticky tape, table scatters, party poppers]. In the instance that these items are used, the client is liable for any damages caused and a cleaning charge of \$500 will be charged to your credit card following your event.

PROPERTY & CLIENT PROVIDED EQUIPMENT

Walkabout Creek Events does not accept responsibility for any loss or damage of any property belonging to the client, external suppliers or their guests before, during or after an event. Walkabout Creek Events does not have storage facilities available for client use and therefore any additional equipment, supplier equipment, decorations, gifts etc must be brought in and taken out on the day of the event. Access to the venue for setting up will be on the day of the event only. All bump in and bump out times must be approved by Walkabout Creek Events. Any changes to this is subject to agreement with Walkabout Creek Events.

CANCELLATION POLICY

Notice of cancellation must be in writing. All cancellations will forfeit the \$1000.00 administration fee. Further fees apply, the amount depending upon the number of days prior to the event. Specific details below:

- If notice is given more than 120 days out from your event, the \$1000.00 administration fee is forfeited
- If notice is given 119-30 days prior, you will be liable for 50% of the balance
- If notice is given 29 days or less prior to the date of your event, you will be liable for the full invoice amount for your event, and any other associated costs related to your event

CHANGE OF DATE / POSTPONEMENT

Postponed events must be re-booked at the time of postponement, or it is deemed a cancellation-see about cancellation policy. Postponements must be received in writing to be effective. Postponed events will be charged at the current advertised prices and may be subject to a price increase.

A change of date request 120 days or more prior to the date of your confirmed event, is subject to availability. If you request a change of date within 120 days of your confirmed date, the \$1000.00

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administration fee will be forfeited, and a further \$1000.00 administration fee will be required before your event is transferred to your new date. New dates are subject to availability. Events cannot be postponed within 60 days of a confirmed event date. This will be deemed as a cancellation – see above cancellation policy.

COVID-19 CANCELLATION POLICY

Walkabout Creek recognises the uncertainty that COVID-19 has caused, and we want to ensure flexible and fair outcomes should Government restrictions be imposed for COVID-19 in Queensland resulting in the forced cancellation of functions. In the event of a government mandated lock down or change in COVID-19 restrictions you are able to postpone your event to a new date without penalty or additional charges.

If you do not wish to postpone your ceremony and reception, this will be deemed as a cancellation and the \$1000 deposit will be kept as a cancellation fee. The aforementioned also applies should you postpone your event at the time of the announcement of Government restrictions and then cancel at a later date regardless of the time periods outlined in the 'Cancellation Policy'.

SMOKING POLICY

The only permitted area for smoking at Walkabout Creek Events is the designated car park area; fines will be issued if smoking occurs in any other area including the buildings and entrances to the buildings. This is a Queensland Government Policy-

<https://parks.des.qld.gov.au/before-you-visit/smoking-restrictions-in-national-parks>

STAFF

Walkabout Creek Events will not accept the harassment of staff by patrons attending an event and reserves the right to suspend service or cancel an event as a result. The client will be liable for the full cost of the event.

RESPONSIBLE SERVICE OF ALCOHOL

Walkabout Creek Events and staff abide by all relevant legislation under the Liquor Act 1992 relating to the service and supply of alcohol and encourage guests to drink responsibly. Staff reserve the right to refuse service to anyone they deem to be drunk or disorderly. Staff reserve the right to remove anyone from the premises who does not comply with the RSA rules enforced by staff, especially if they are physically ill from alcohol intake or verbally or physically abusive to staff members or other guests. The service of spirits will be monitored by Management, and we reserve the right to refuse service. The sale of spirits is only permitted as a single shot with a mixer (no doubles and no straight shots).

Minors are permitted at Walkabout Creek Events if responsibly supervised by an adult who can exercise control over the minor's behaviour. Under the Liquor Act of 1992 it is an offence to sell, supply or allow liquor to be supplied or consumed by a person under 18 years of age or a person that is unduly intoxicated or disorderly – This is the Law. Walkabout Creek Events staff will request identification if there is any doubt that the guest is under the age of 18 years of age. If a valid ID is not supplied, then the guest will be refused service and may be asked to leave the premises. It is an offense

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for guests to supply liquor for consumption to a minor; guests identified as supplying liquor to a minor will be requested to leave the premises immediately. The minor may be asked to leave the premises as well.

No drinks/glasses are to leave the designated function licensed areas. According to liquor licensing regulations, no alcohol is to be brought onto the premises, including into the carpark. Any alcohol brought onto the premises will be confiscated.

The bar will close 30 minutes prior to the event close time. Any music must cease by the event close time.

PRIVACY POLICY

Walkabout Creek Events is firmly committed to the privacy of our clients. We have developed our privacy policy to disclose the information gathering and dissemination practices for our business and its website. We collect certain information from clients for billing and administrative functions. The information collected for these functions is not provided to any outside party for any reason.

CLIENT ACKNOWLEDGEMENT

The client is required to inform all relevant persons involved in the organising of the event, whether colleagues or contractors, of Walkabout Creek Events Terms and Conditions.

FORCE MAJEURE

Neither the Hirer nor Walkabout Creek Events will be liable for any default or delay in the performance of its obligations under the Venue Contract if and to the extent that default or delay is caused, directly or indirectly, by fire, flood, earthquake, elements of nature or Acts of God, riot, civil disorder, rebellion, or revolution, acts of terrorism or any other similar cause beyond the reasonable control of such party.

PAYMENT OPTIONS

- Credit Card. Payments can be made by credit card. Please note, surcharges apply to all credit card transactions
- Electronic Transfer. Payments by electronic funds transfer are to be made to the following account. Please advise once you have processed the funds.

Account Name: Walkabout Creek Events
Branch Number: 014-272
Account Number: 458-925-208
Reference: Booking Name & Wedding Date

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CONTACT DETAILS			
Booking Name:	<input style="width: 95%;" type="text"/>	Partner's Name:	<input style="width: 95%;" type="text"/>
Mobile Number:	<input style="width: 95%;" type="text"/>	Mobile Number:	<input style="width: 95%;" type="text"/>
Email Address:	<input style="width: 95%;" type="text"/>	Email Address:	<input style="width: 95%;" type="text"/>

WEDDING DETAILS				
Wedding Date:	<input style="width: 95%;" type="text"/>			
Ceremony Venue:	<input type="checkbox"/> Lakeview	<input type="checkbox"/> Rainforest	<input type="checkbox"/> Lawn	<input type="checkbox"/> Deck
Ceremony Package:	<input type="checkbox"/> Natural	<input type="checkbox"/> Styled		
Reception Venue:	<input type="checkbox"/> Ferntree	<input type="checkbox"/> Banksia	<input type="checkbox"/> Deck	
Schedule:	<input style="width: 15%;" type="text"/> to <input style="width: 15%;" type="text"/> (7.5 hours total. For example, 14:30-10:00)			
Estimated Numbers:	<input type="checkbox"/> Adults	<input type="checkbox"/> Children 2-12	<input type="checkbox"/> Teens 13-17	
Reception Package:	<input type="checkbox"/> 2-Course	<input type="checkbox"/> Banquet	<input type="checkbox"/> Buffet	<input type="checkbox"/> Cocktail
Optional Extras:	<input style="width: 95%;" type="text"/>			

CREDIT CARD GUARANTEE			
VISA <i>(1% surcharge)</i>	MASTERCARD <i>(1% surcharge)</i>	AMEX <i>(2% surcharge)</i>	
Name on Card:	<input style="width: 95%;" type="text"/>		
Card Number:	<input style="width: 20%;" type="text"/> / <input style="width: 20%;" type="text"/> / <input style="width: 20%;" type="text"/> / <input style="width: 20%;" type="text"/>		
Expiry Date:	<input style="width: 15%;" type="text"/> / <input style="width: 15%;" type="text"/>		
Cardholder's signature	<input style="width: 95%;" type="text"/>		

******* Credit card details must be provided and are kept as security in the case of additional charges.

Please tick relevant option:

- Please take the deposit amount from the card provided. I acknowledge the surcharges.
- Card details provided only for guarantee. The deposit will be processed via Electronic Funds Transfer

By signing this document and paying the \$1000.00 administration fee, you confirm that:

- You accept our deposit upon confirmation terms, and our full payment prior to event terms
- You have read and accepted all Terms and Conditions, and agree to inform all relevant persons involved in the organising of the event, whether guests or contractors, of Walkabout Creek Events Terms and Conditions.

Signature Date:

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