

## CONDITIONS OF ENTRY & TERMS AND CONDITIONS

### 1. BY MAKING YOUR RESERVATIONS WITH THE PAPERMILL VENUE YOU AGREE TO THE FOLLOWING CONDITIONS OF ENTRY & TERMS AND CONDITIONS

#### 2. EVENT DURATION:

Three hours for lunch or four hours for dinner.

If you wish to extend your event, the cost incurred will be \$500 for every additional hour,

#### 3. BOOKINGS & DEPOSIT:

The signed contract and deposit are required to proceed with the booking and confirmation will be executed on a first-come, first served basis. TPMF accepts a paid deposit as confirmation of acceptance of the Terms and Conditions.

#### 4. CANCELLATION (OR POSTPONEMENT):

All cancellations must be in writing and the following cancellation procedures will apply on all changes:

- All deposits are non-refundable due in the event the business is to close for a situation out of our hands i.e., covid-19 we will allow you to use your deposit to another date or a line of credit for an upcoming event in the next 6-month period.

#### 5. CLEANING CHARGES:

The client is financially responsible for all damage sustained to the property and grounds as an action of their guests, organisers, or agents. Standard pre and post cleaning of the venue is included.

Should additional cleaning be required due to spillages, confetti or due to the nature of the event, the client will be liable for an additional cleaning charge.

#### 6. PAYMENT:

First Deposit: A non-refundable deposit is required upon confirmation. The deposit is \$25 per head. Your event will not be confirmed unless a deposit and signed booking confirmation has been processed. If you wish to create a custom menu, the minimum spend per head is \$85.

Final Payment: Final payment is due 14 days before your event and is non-refundable. This includes but is not limited to, final guest numbers, menu & beverage selection. Once final payment has been made, your guest numbers cannot decrease, and changes are limited.

Payment Methods: Payment can be made via electronic funds transfer, cash, or credit card. Your credit card details will be held on file to cover any additional and unforeseen incidentals. Full payment of all fixed costs must be received in cleared funds 10 business days prior to the event. Any additional costs or charges must be finalised at the conclusion of the event. Should payment not be received within 10 days of the event concluding, TPMF reserves the right to charge the nominated credit card for any outstanding charges. For electronic funds transfer, please refer to the bank details below and email your remittance to your Event Manager.

#### 7. CREDIT CARD DETAILS:

ACCOUNT NAME: THE PAPER MILL INVESTMENTS

BSB: 082 057

ACCOUNT NUMBER: 273153969

REFERENCE: PLEASE INSERT EVENT NAME AND DATE

Should you wish to pay by credit card, please complete the credit card authorisation form at the start of this form or call us on 02 8742 4033 to provide these details over the phone.

Your credit card details will be held on file to cover any additional and unforeseen incidentals. The Paper Mill Food retains or holds credit card information only in accordance with the Payment Card Industry Security Standard (PCI DSS) to prevent theft or misuse. No Sensitive Authentication Data shall ever be retained by us.

#### 8. FINAL DETAILS:

Guest numbers, menus, beverages, entertainment, audio visual requirements, room set ups, starting, and finishing times must all be confirmed in writing 14 days prior to your event. Menus may vary slightly without notice at chef's discretion due to seasonal availabilities. Any food allergy requirements or needs must be advised with final details (please refer to 9. Food Allergies).

#### 9. FOOD ALLERGIES:

TPMF is happy to assist with appropriate meals for guests with food allergies. For the safety of those guests, you must provide a complete and accurate list of guest names with food allergies and their exact allergy requirements no later than 14 days prior to the event day. Should you choose to print your own menus the following statement must be included:

"All dishes are prepared in a kitchen that handles nuts, shellfish, gluten, dairy, eggs, and soy products. Whilst all reasonable efforts are taken to accommodate our guest's dietary needs, we cannot guarantee that our food will be allergen free." The kitchen at TPMF take all reasonable precautions to identify ingredients that may cause an allergic reaction for guests with food allergies. However, the risk of contamination for foods containing ingredients including but not limited to milk, eggs, gluten, seafood, and peanuts means we cannot guarantee a total absence of these ingredients, and you must communicate this to event guests. Please ensure that event guests with specific allergy requirements make themselves known to our staff upon arrival at the venue and provide full details of their allergy requirement.

10. SIGNAGE: No item of any nature is to be drawn, attached, pinned, or glued to any surface in the venue (including fixtures, fittings and/or external treatments).

#### 11. DELIVERIES & COLLECTION OF GOODS:

TPMF will only accept goods one day prior to an event and all goods must be removed from the venue at the conclusion of the event. TPMF accepts no responsibility for goods delivered or awaiting collection. Any goods not collected within 24 hours of the event concluding, will be disposed of and may incur a disposal fee.

#### 12. CASE DE FORCE MAJEURE:

Should any act of God such as earthquake, fire, flood, or civil disturbance prevent either you the client, or TPMF from carrying out their obligations under the Booking Agreement, neither you the client, or TPMF shall be liable for the non-performance under this Agreement. In the event you are required to cancel for reasons of Force Majeure, all payments will be refunded except the deposit.

#### 13. MUSIC:

TPMF does not permit client's own use of music, including disc jockey's, MP3, bands, or other audio. Please confirm with your event coordinator.

#### 14. CAKEAGE:

Should you wish to bring your own cake, a cakeage fee of \$3 per person applies, which covers the cost of cutting and serving.

#### 15. PHOTOGRAPHY DISCLOSURE STATEMENT:

You agree by attending The Paper Mill Food venue and/or events, that you and your image (moving or still) may be photographed/filmed (being adults or children) and may be

used on The Paper Mill Food's website or social media portals or any other hard copy or digital format. You acknowledge that all rights, title, and interest in the images shall be owned by The Paper Mill Food and The Paper Mill Food may, at their absolute discretion, use any of the images for commercial or non-commercial purposes anywhere in Australia.

#### 16. PUBLIC LIABILITY:

All external suppliers and their staff must have their own Public Liability Insurance. A current Certificate of Currency is required. TPMF will not be held liable for any damages or injuries caused by suppliers, staff, or sub-contractors.

#### 17. PUBLIC HOLIDAYS

A 10% surcharge applies to all public holiday bookings.

#### 18. RESPONSIBILITY/SECURITY:

TPMF will not accept responsibility for any loss or damage to any equipment, merchandise, and/or personal belongings that are left on the premises before, during, or after your event. All items must be collected immediately once your event concludes. TPMF is under constant 24-hour video surveillance.

#### 19. BUMP IN / BUMP OUT:

You, the client is bound to begin and end the event and vacate the space at the scheduled event times. Should the event continue beyond the agreed finishing time, additional rates will come into effect. For bump in - approval, you or your external supplier must contact the venue 10 days before your event date. At this time, you will receive a nominated timeslot and a delegated location to bump in from. Please note, in the case of multiple functions, you will have a minimum of 1 HOUR to BUMP IN. For bump-out - Please ensure your delegated person or external supplier is present at the conclusion of the event. TPMF will not store or allow goods to be leftover upon the conclusion of your event. Should your suppliers pack down time take longer than the allocated 1 hour, an overtime fee will be charged. Your suppliers are not to impede on TPMF's pack down or reset process and must always communicate with the Event Manager.

#### 20. ALCOHOL, RSA:

TPMF adheres to the laws regarding the responsible service of alcohol. Alcoholic beverage service will be refused to any person on the verge of intoxication or underage. You, the client will be responsible to ensure the orderly behaviour of your guests. TPMF reserves the right to cease alcohol service or remove patrons that are conducting themselves in a manner which is causing a disturbance or nuisance.

#### 21. CONFIDENTIALITY:

All information contained within this Agreement and/or provided to you by TPMF is private and confidential and may not be disclosed to third parties for any purpose or reason.

#### 22. PERSONAL INFORMATION:

Your personal information will be added to our database and may be used for the secondary purpose of providing you with further information about events and/or services offered by The Paper Mill Food. The Paper Mill Food respects your privacy and is committed to handling your personal information in accordance with the Australian Privacy Principles in the Privacy Act 1988. For more information about our privacy policy please view the Privacy Policy on [www.thepapermillfood.com](http://www.thepapermillfood.com).