



Century Inn, Conference & Function Terms and Conditions

1. *Function bookings* – Once an enquiry is made, this will be processed into a function detail report and forwarded to you within 2 working days. This is termed an **enquiry booking** and as such is tentatively held. Your detailed function report will be emailed or faxed, along with a Conference and Banquet Pack, and this document. Century Inn will take no responsibility if the function details are incorrect at this point. It is up to the individual or facilitator appointed by your enterprise, to return via email or fax, a detailed agenda outlining timing and catering requirements on receipt of the function report. If a booking is requested to be placed on hold until a certain date within our conditions it will be done so until 12 midday.
Once we have received the correct information, your booking will become confirmed. If we do not receive a written response within five (5) working days the enquiry booking will lapse. Our Function Coordinator will finalise details via fax or email with a function confirmation and a revised (if required) function detail report, we request that you return details signed within 48 hours of receipt.
2. *Re- Sale*– If Century Inn has not received a written response within 10 days of the initial enquiry, we will assume your booking is not proceeding.
3. *Function cancellations* - in the event of a function cancelling the following terms are applicable:
 - *60 days notice- the cancellation fee will be equivalent of 25% of the estimated function value.
 - *Within 30 days of the proposed function date – the cancellation fee will be the equivalent to the room rental or 50% of the estimated value of the function (whichever is greater)
 - *7 days prior to the event the estimated value of the function will be applicable.
4. *Reduction charges*– any cancellation of function space or decrease in catering numbers in excess of 20%, less than 12 days prior to the event will incur a charge this will be calculated as follows:
 - Decrease in function space, a fee equal to 50% of the room rental for cancelled room/s
 - Decrease in catering attendance in excess of 20 % .any cancellations or reductions in attendance will incur a cancellation fee (calculated on that proportion over 20%) of 50% of anticipated food and beverage loss

5. Final details – menus, beverage arrangements, entertainment, audio visual requirements, room setups, starting and finishing times must be confirmed within 48 hours of receiving confirmation details or 10 days prior to the function

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6. Commencement and vacating of rooms – the organiser agrees to begin the function and vacate the designated function space as contracted. In the event a function should go beyond the agreed finishing time, the hotel reserves the right to impose an additional charge for each hour and part hour the function space is occupied. Century Inn reserves the right to impose a re-set fee.
7. Other functions – Century Inn reserves the right to book other functions in the same function room up to one hour prior to the commencement time and one hour after the scheduled function finishing time. Additionally the hotel reserves the right to book another function in adjoining rooms, or move functions to the most appropriate room for their group size, particularly if the confirmed numbers are less than those stated at the initial enquiry.
8. Pre – Function Area – as the Pre – Function Area is open plan no client has the sole right to the pre-function area immediately adjacent to their function room. At all times flow spaces must be left clear for ease of movement of all clients.
9. Guaranteed numbers – are required five (5) working days prior to the function and charges will be based on guaranteed numbers or final head count, whichever is greater.
10. Payment – all function accounts are to be paid for in full on the night of the event, unless account arrangements have been made. Payment method, if altered from the function report must be advised one day prior to the event. Cash or cheque payments must be made five (5) days prior to the event.
11. Prices – will be confirmed in writing along with final function details. Every endeavour is made to maintain prices as printed in our brochures and information, however these may be subject to change.
12. Room Tariffs – if applicable, are subject to period required, numbers of guests in attendance and overall catering requirements. Our catering staff will discuss rates along with your requirements.
13. Security – Century Inn will not accept responsibility for the loss or damage to any equipment or merchandise left on the premises prior, during or after the function our function co-ordinator will be pleased to discuss storage arrangements with you.
14. Outside contractors - for all exhibitions and stage setups produced by outside contractors, plans must be approved by Century Inn a minimum of 30 days

prior to the event. Out side contractors must liaise with the hotels Function Coordinator in all matters of delivery, set up and break down and are obliged to work in accordance with applicable legislation.

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15. Compliance - clients will be responsible to ensure the orderly behaviour of their guests and the hotel reserves the right to intervene if it is deemed necessary.
16. Responsible Service of alcohol- Century Inn practices responsible service of alcohol for all conference and functions and reserves the right to refuse the service of alcohol to any intoxicated individual at the property.
17. Displays and signage - no items are to be attached, pinned or glued to the wall surfaces of any pre- function, function room or hotel room. Signage in public areas is to be kept to a minimum and must be approved by Century Inn.
18. Damages - clients will assume responsibility, and the client shall indemnify and keep indemnified the hotel for any and all damages caused during the function by any of their guests or any other persons attending the function, whether in rooms reserved or in any part of the property.
19. Delivery and Collection of Goods - the hotel will only accept delivery of goods up to one week prior to an event and all goods must be collected within two working days of the conclusion of the event. All goods are to be delivered to the hotel foyer at a pre-arranged time. The hotel will not accept responsibility for any items delivered or left for collection outside these times or periods. Items left by attendees or organisers will be returned on a C.O.D basis.
20. Loading area - all parties making deliveries or collecting items are to use external doors to function rooms or foyer area for unloading and loading.
21. GST - a goods and service tax is inclusive in all our charges. You will receive a final tax invoice on departure or sent in the mail within 5 working days after the event.