

# RIVA KITCHEN EVENTS TERMS & CONDITIONS

## DEPOSITS, PAYMENTS & CANCELLATIONS

A 25% deposit is required to secure your date. This deposit is non-refundable in case of a cancellation. If your booking is cancelled within 14 days of the event, additional charges will apply. Payment in full is required at least 5 business days prior to the event.

## CONFIRMATION OF DETAILS & FINAL NUMBERS

Your menu selection must be 2 weeks prior to your event. Final numbers and any dietary requirements to be confirmed in writing 5 working days prior. If the final numbers drop after confirmation has been made you will be charged at your confirmed numbers. Final numbers must accurately reflect the number of guests attending. Please note all our menus are subject to change.

## ACCESS & TIMINGS

The cafe will trade to the public during the day of your event. You can access the venue to decorate the space from 4.00pm, with guest arrival from 5.30pm. Please note that if extensive decorations are required, a later guest arrival time may be needed. Earlier closure of the café is considered on a case by case basis at an additional venue hire cost.

## NOISE

Music and noise must be contained to a level that is acceptable to surrounding residents. As such, we are unable to accommodate high volume amplified music and we do reserve the right to reduce the volume during the event. Each event will be considered on a case by case basis as to how noise will be managed and will be guided by our liquor licence restrictions and our respect for our neighbours.

## HIRE EQUIPMENT

Our team can help organise any extra furniture or equipment you require for your event. All extra equipment will be stated separately and charged additionally. Any damage to or loss of hire equipment caused by the client will be charged accordingly and invoiced following the event. RIVA takes no responsibility for third party product and service engagement. Additional hire and styling equipment that is organised directly with external vendors will require prior approval and additional handling fees will apply (from \$200)

## STYLING

Venue staff will assist with base styling of tables. Additional charges will apply for extensive set up assistance. Please discuss your requirements with your event organiser.

## STORAGE

There is no storage available on the premises and RIVA operates during the day and so any additional equipment including furniture, AV equipment, floral arrangements and table decorations should be delivered on the day of the event at a time agreed to by The Garden Room and must be picked up promptly on the day following the event. Please discuss your specific requirements with your event organiser.

## PRICES

All prices quoted are inclusive of GST unless otherwise stated. Prices are subject to change. Your venue hire will never change after your booking is confirmed but food and beverage prices may increase from the day you confirm if your event is more than 6 months into the future. Minimum spend will apply and will vary depending on the night. Please enquire with your event organiser.

## DIETARY REQUIREMENTS

Our commercial kitchen and the equipment used within may contain traces of nuts, egg, dairy, gluten. Although all care is given to ensure these items are contained, we cannot guarantee that dietary requirements are met and accept no liability thereof.

## RESPONSIBLE SERVICE OF ALCOHOL

All our staff hold current RSA certificates. In accordance with the Liquor Licensing Act, we reserve the right to refuse to serve alcohol to guests under the age of 18 and guests who are intoxicated. We also reserve the right to refuse entry or to ask guests who are behaving in an inappropriate manner to leave the premises. No beverage service past midnight.

## SECURITY

Due to the nature of your event hire of external security may be required at the discretion of RIVA. This will be charged as an additional cost and will be clearly discussed at the time of making your booking if required.

## TOILET FACILITIES

Riva has 2 internal toilets and access to 1 external public bathroom during the event. All toilets will be cleaned prior to your event and checked throughout the evening. Management of public toilets is undertaken by Brisbane City Council and RIVA can take no responsibility for the functionality and overall operation of the toilets available.

## PUBLIC HOLIDAYS

A 15% surcharge to the listed prices applies on public holidays.