

THE GARDEN ROOM 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 5 days of the event, additional charges (for perishable goods) may apply. Payment in full is required 5 business days before to the event.

CONFIRMATION OF DETAILS & FINAL NUMBERS

Your menu selection must be confirmed 10 working days prior to your event. Final numbers and any dietary requirements to be confirmed in writing 5 business days prior to the event. 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 from time to time.

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 4.30pm, 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 for additional venue hire cost.

COVID – 19

The Garden Room takes no responsibility for any government changes to Covid restrictions between now and your event. A full refund of your deposit will be made only if we are no longer able to host your event at all. If we are legally able to host your event but you cancel due to change of mind, no refund will be offered. Should there be significant changes to current Covid restrictions there may be additional costs involved that we may have to pass on to you as the client.

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. The Garden Room takes no responsibility for third party product and service engagement.

STORAGE

There is limited storage available on the premises and The Garden Room operates as a café 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 following the event. Please discuss your specific requirements with your function co-ordinator.

PRICES

All prices quoted are inclusive of GST unless otherwise stated. Prices are subject to change. Minimum spend will apply and will vary depending on the night. Please enquire with your function co-ordinator

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 The Garden Room. This will be charged as an additional cost and will be clearly discussed at the time of making your booking if required.

TOILET FACILITIES

The Garden Room has exclusive use of the 2 public toilets closest to the space during the event. All toilets will be cleaned prior to your event and checked throughout the evening. Management of public toilets is undertaken by Roma St Parklands and The Garden Room 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.