

# Terms and conditions



## CANCELLATION OF AN EVENT / FUNCTION

Notification in writing via email is required for any cancellation prior to your booking date. Event cancellations will result in a loss of your deposit. Cancellations made less than 30 days prior to your booking date will incur a charge of 50% of the agreed minimum spend. Cancellations made less than 7 days prior to your booking date will incur a charge of 100% of the agreed minimum spend. Function cancellations made within 48 hours of the booking will result in a loss of your deposit.

## CANCELLATION OF AN EVENT BY ISLAND MARKET

Island Market reserve the right to cancel any function or event or any associated event at it's sole discretion. In the event of Island Market cancelling an event, Island Market may, at it's discretion refund any deposits paid by you less any fees incurred. Island Market expressly excludes any liability for any direct or indirect losses or damages, arising as the result of such cancellation, for example travel or accommodation costs incurred. In the event of a cancellation, Island Market will endeavour to reschedule the event using reasonable measures and the parties agree to negotiate in good faith in such circumstances.

## EXCLUSIVE VENUE HIRE

An initial deposit of 20% of your quoted minimum spend is required at the time of booking to secure exclusive use of the venue. The remaining balance is due 4 weeks prior to your event. This is payable by EFT bank transfer or credit card (fees apply). A \$2000 hire fee applies on top of the agreed minimum spend and is also due 4 weeks prior to the event.

## CHANGE OF DATES

Where possible, Island Market will try to accommodate your date change. If this is not possible, a date change is considered a cancellation and the above cancellation policy applies.

## MINIMUM SPEND REQUIREMENTS

A Minimum spend will be quoted for each function or event. They are based on seasonality and other requirements. Minimum spends are for FOOD AND BEVERAGE ONLY. If you do not reach the minimum spend you will be charged a venue hire fee up to the minimum spend. Minimum Spends are subject to change depending on current food & beverage costs. Extra set up costs may not be included in the quoted minimum spend.

## DEPOSIT

A deposit will be required to secure your booking. Event deposits are strictly non-refundable. Function deposits may be refunded at the sole discretion of Island Market.

## FINAL NUMBERS

Final Numbers must be confirmed 48 hours prior to your event. If your guest numbers reduce less than 48 hours prior to your booking, you will be charged for the number you confirmed for. While we will endeavour to accommodate an increase in numbers, we cannot guarantee a larger table/area without reasonable notice.

## EVENT TIMINGS

Start and finish times are strictly as agreed upon when booking. Any decorations must be removed before this time. Event bump in, guest arrival, guest departure and bump out times will be provided by the event manager. If your event is booked until close, bump out may occur for up to 30 minutes after your event conclusion time. Island Market reserves the right to change these times at it's sole discretion.

## PAYMENTS

Events - Total balance for the event is due 4 weeks prior to the event. Cheques are not accepted. Our preferred method of payment is by EFT bank transfer. Anything additional must be paid for on the date of your event by cash or card. We do not invoice for payments after the event conclusion.

Functions - Payments are made in full on the day of your function via cash or card. We do not accept split billing for groups. We do not invoice for payment after the event conclusion. Credit Cards are accepted and credit card processing fees apply.

## MENUS AND DIETARY REQUIREMENTS

Our menus and menu prices are subject to change depending on seasonal availability. While we will endeavour to contact you, menus may be changed without prior notice. Set menu changes can be requested at additional costs. These will be approved by the events manager. Please advise us of any dietary requirements at least 7 days prior to your event. Event organisers are not permitted to supply their own food or beverages under any circumstances with the exception of external cakes which can be provided. A fee per person applies. Please see 'Cakes.' While we take precautions to minimise the risk of cross contamination, we cannot guarantee that any of our dishes are 100% allergen free. Please note, some of our dishes contain nuts.

## OUTSIDE EVENTS

Island Market takes no responsibility for bad weather. If part or all of the alfresco is booked for an event, a back-up indoor space will not be provided. Your event may be cancelled as per the cancellation policy.

## SECURITY

The client is responsible for conducting their function or event in an orderly manner and in full compliance with state laws. Island Market reserves the right to eject any guests if their actions are deemed noisy, offensive or illegal.

## DELIVERIES

All deliveries to the venue must be advised to the Events Manager prior and marked with the name and date of the function. Whilst every effort will be made to assist in the movement of goods from the loading bay to the function room, assistance will be offered only if staff are available at that time.

## CAKES

Cakes provided by the client incur a standard charge of \$5 per person. The cake will be presented to you at the table and cut up by our kitchen team.

## EXTERNAL SUPPLIERS

All set-up equipment provided by external suppliers must be approved by the events manager. All equipment must be dropped off at the time indicated by the events manager and removed from the venue at the agreed event end time. Island Market is unable to store anything that has been brought in by an external suppliers past the event conclusion time. All items must be labelled with the event date and name.

## SIGNAGE/DECORATIONS

Nothing is to be nailed, screwed, stapled, taped, or adhered to any wall, door, floor, or surface in the venue. This is inclusive of the inside and outside of the building. Decorations may only be displayed if you have agreed to a minimum spend for an exclusive area. Balloons and confetti are not permitted. All decorations must be approved by the event manager. Any damage to the venue will incur a damages charge. This is inclusive of floor damage due to tape usage without permission. All signage in the public areas must be approved by management. Any restaurant signage cannot be removed for an event.

## RESTAURANT FURNITURE/DECOR

Furniture within Island Market cannot be removed from the venue. Limited external furniture is permitted. Any external furniture you wish to bring must be approved by the manager. There are fixed furnishings within the venue which cannot be moved. Any restaurant décor cannot be moved.

## NOISE LEVELS

Noise levels are monitored during functions and events and Island Market will, at our discretion, determine if adjustments need to be made. It is the responsibility of the event client to ensure that guests comply with this policy. All entertainment must be approved by management, strictly no drums or amplified instruments are permitted.

## RESPONSIBILITY

You assume full responsibility of the conduct of your guests and invitees, and you must ensure Island Markets's other guests and visitors are not disturbed by your function or event guests or invitees.

- The client is financially responsible for any damage to the venue.

- General cleaning is included in the cost of the function, however specialist cleaning fees resulting from actions at your event will be charged accordingly.

- Island Market does not accept responsibility for damage or loss of goods left on the premises prior to, during or after your function.

## DUTY OF CARE

Under the liquor licensing laws of Western Australia we have a duty of care to all our clients and reserve the right of our duty manager to refuse service of alcohol to persons he/she deems are intoxicated and may do harm to themselves other patrons or property.