

WEST LAKES
**MOSAIC
HOTEL**

Thank you for choosing the Mosaic Hotel for your event. We hope to make your time here with us memorable. Please take the time to read our Terms & Conditions below. If you have any questions or concerns, please get in contact with us via email: hello@mosaichotel.com.au or phone: 8244 3244.

Bookings and Payments:

1. All bookings require a 10% deposit to secure the date for the event. The date will not be secured until the deposit has been paid.
2. All food and beverage choices are to be confirmed 7 days prior to your event and paid for in full. The amount payable is determined either by the minimum amount of guests you have attending (if you have exceeded the minimum spend) or the minimum spend amount for the area based upon the day and time.
3. All other monies owing for additional extras is to be paid 7 days prior to the event.
4. If you have chosen to extend your bar tab you will have to pay all monies owing at the conclusion of your function.
5. If your booking extends beyond the service times additional charges will apply
AM bookings between 10am– 4pm, PM bookings 5pm–1am
6. Refunds will not be issues if you do not get your full attendance to you event.
7. Final numbers are required 72 hours prior to your event. If they are more than your original numbers all monies for the additional guest needs to be paid upon confirmation (72 hours prior)
8. All payments are to be made either in person at the venue or over the phone. We do not invoice clients for payments post event.

Food & Beverage selections:

1. All dietary requirements need to be provided 48hrs prior to your event.
2. All food choices need to be locked in 7 days prior to your event.
3. All beverage choices need to be locked in 7 days prior to your event.
4. If you are bringing a cake, you will be required to pay a cakeage fee of \$2pp. This is for your cake to be cut and served to your guests. If you will be cutting your cake a \$1pp fee will be charged for using our services to facilitate this for you
5. If you would like to bring your own bottled wine or champagne a corkage fee of \$20 per bottle will apply. We are happy to chill your bottled beverages prior to your event if you deliver them 24 hours prior. The surcharge will apply for ALL bottles that you have supplied that have been opened on the day.
6. No food is allowed to be taken from the venue, besides what you have brought to the venue (Cake), during or post your event.
7. If you chose to halt food or beverage service during your event for speeches that have not been scheduled the remainder of your food will be served prior to your conclusion time. Times will not be extended for any formalities that have not been advised of prior.

Deliveries & room set-up:

1. All deliveries for your function will need to arrive in the days prior to you event between the hours of 3pm and 5pm, unless you call in advance and arrange a time.
2. We have limited space for storing event items. Please arrange any large items to be delivered as close as possible to your event date.
3. All set up of additional items is to be done by yourself prior to your function commencing, within the specified time frames for the room hire.
4. If you require Mosaic Hotel staff to set up items for you that are not a part of the Mosaic Hotel offerings a surcharge may apply based upon the time required to do the set-up of those items.
5. To avoid disappointment on the day of your event please ensure you are happy with the floor plan prior to your event as we may not be able to facilitate changes on the day due to furniture restrictions.
6. As our event spaces are also used for public dining outside of your event you are not able to access the space earlier than specified to set-up your event, unless you have arranged a time prior with the Venue Manager.
7. Mosaic Hotel holds no responsibility for damage or loss to any items delivered prior to your event

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House policies:

1. Mosaic Hotel reserves the right to remove any guest or patron from the building if they are seen to be in breach of our hotel policies. Please ask if you would like to see or know more about the Mosaic Hotel policies for guests and patrons.
2. Mosaic Hotel practices RSA (Responsible Service of Alcohol) and will support our staff in their decision to cease serving anyone that is seen to be intoxicated.
3. Mosaic Hotel reserves the right to charge any client for damages to property that occur as a result of their guests' inappropriate behaviour.
4. Mosaic Hotel reserves the right to charge clients for additional cleaning should their event cause significant impact to business demands.
5. Mosaic Hotel reserves the right to request additional security measures be present for your function if deemed necessary after consultation with the client. All charges for additional security will be listed under additional charges and are payable prior to your event.
6. Liquor Licensing requires all minors, 16 years old and under, to be off premises by no later than midnight.

Item	Qty	Cost	Total	Notes

Amount due: \$

Charges	Amount	Paid/not paid	Notes
10% deposit			
Food & beverage			
Cleaning surcharge			
Security surcharge			
Room Hire			
Bond			
Surcharge			

I (insert name) acknowledge that I have read the above Event Schedule, Food options, Beverage options, Terms & Conditions and agree with all that has been documented.

By signing this you agree that all information in this document regarding your event is correct. Any adjustments needing to be made to the above-mentioned event will be at the discretion of the Mosaic Hotel if they fall outside of the required timelines.

signature:

date: