

THE Tilbury

TERMS & CONDITIONS

Underage Guests:

In accordance with our liquor license, underage guests (including babies) are not permitted in our upper-level areas at any time. If you choose an upstairs area for your event and underage guests are present, your function may be relocated or cancelled at the discretion of the manager on duty.

Deck & Al Fresco Area:

Please note that the Deck and Al Fresco areas close at 10:00 PM daily. Your function will be required to conclude at that time.

Allocated Areas:

Tilbury reserves the right to decrease your booked area if final guest numbers are significantly smaller than the area's capacity.

Wet Weather:

If you select an outdoor function space, please be aware that you are accepting the risk of your event being moved to a different space, subject to availability, or potentially cancelled due to weather conditions. While we will make every effort to accommodate your group, we cannot guarantee the availability of an alternative space.

Confirmation & Deposit:

To confirm your booking, a non-refundable deposit is required along with a completed booking form and signed terms and conditions. All bookings are confirmed on a first-come, first-served basis. A booking is only classified as confirmed when the form is returned and payment is made. Upper-level exclusive book-outs require a minimum spend and 50% deposit payment before event confirmation.

Payments & Gratuity:

Full payment for the function is due on the night, less the deposit amount. If there are any outstanding payments for your function, please bring a physical credit card and a valid ID with you on the day of your event for processing. A credit card surcharge applies to all card payments. A 5% gratuity on food and beverage is applicable for bookings of 10 or more guests.

Sunday & Public Holiday Surcharge:

All functions held on Sundays will incur a 10% surcharge, while functions held on public holidays will incur a 15% surcharge. Please note that these surcharges will not be reflected in your initial quote or runsheet and will be added on the day of your event.

External Food & Beverage (F&B):

No external food or beverage (excluding celebration cakes) is permitted unless prior permission has been obtained.

Cakes:

We will do our best to store your cake in the fridge; however, we cannot guarantee availability of space for it. We recommend bringing a cake that fits within our available storage capacity. A cakeage fee of \$10 per cake may apply when providing an externally sourced cake for your event, covering access to napkins, a knife, and plates.

Event Timings:

Areas can be booked for a maximum of 5 hours, starting from your booking time, not arrival time. After this period, your group may be asked to vacate the space for another booking.

Decorations:

No confetti or attaching items to any venue surfaces is allowed. Decorations must be pre-approved by your Event Manager, must not obstruct surrounding guests, and must not be left behind on departure. Cleaning fees may apply.

Music & AV:

Tilbury plays in-house music and DJs throughout the entire venue. Music levels are at the discretion of the duty manager. External bands, DJs, and personal music are not permitted. A microphone and speaker can be supplied for \$150 (available for Rooms 1 & 2 only).

External Entertainers/Suppliers:

External entertainment and suppliers are prohibited unless advance approval is granted by the Event Manager.

Security:

No security is required for groups under 100 guests. For groups of 100 or more, a security charge will apply at \$50 per hour (minimum 3 hours).

Minimum F&B Spends & Room Hire:

When submitting your booking enquiry, our Event Manager will inform you of any minimum spend or room hire that may apply to your booking.

December Minimum Spends:

Courtyard: \$5,000

Room 1: \$3,500

Room 2: \$3,500

Room 1 & 2: \$5,500

Deck: \$3,000

Entire Upper Level: Available on request

Room hire of the remaining spend will apply if the minimum spend is not reached.

Final Numbers & Event Details:

Final guest numbers must be confirmed no later than 3 business days before the event. Charges may apply for last-minute updates. If final numbers are not provided, catering will be organised according to the guest number indicated on the booking form. Final food and beverage orders must be submitted no later than 7 days prior to the function date.

Cancellation & Refunds:

If cancellation occurs within 7 working days of the event date, the client will be charged 100% of all food costs + deposit. Deposits are non-refundable/transferable when cancellations occur. If cancellation is required due to circumstances outside of the client/venue's control, postponement or refunds may apply.

The Tilbury reserves the right to cancel a booking if:

- The Tilbury or any part of it is closed due to circumstances outside of the Hotel's control.
- The client becomes insolvent, bankrupt, or enters into liquidation or receivership.
- The function might jeopardize the reputation of The Tilbury.
- Any pre-payments have not been received by the due date.

Insurance/Damage:

The Tilbury takes reasonable care but does not accept responsibility for damage to or loss of items before, during, or after a function. The client shall conduct the function in an orderly manner and in full compliance with the rules of The Tilbury management and in accordance with all applicable laws. The client is responsible for the conduct of the guests and invitees and indemnifies the hotel for all costs, charges, expenses, damage, and loss caused by any act or omission by the client, client's guests, or invitees. The Tilbury hotel takes no responsibility for any injury encountered due to cutting of celebration cakes onsite.

Responsible Service of Alcohol & No Drugs Policy:

In accordance with NSW State Government RSA laws, The Tilbury reserves the right in its absolute discretion to exclude or remove any undesirable persons from the function or The Tilbury premises without liability. Management reserves the right to close the bar when it deems necessary. Furthermore, The Tilbury Hotel enforces a strict 'No Drugs Policy,' and any patron warranting suspicion of having taken or being in possession of illicit substances will be ejected immediately from the premises and reported to the Police.

For more questions / issues / enquiries - please email info@tilburyhotel.com.au