

Terms & Conditions

Please read and acknowledge the following booking restrictions and considerations to confirm and finalise your booking with The Tilbury Hotel

Underage Guests

As per our liquor license, no underage guests are allowed within our upper level at any time. If you select an upstairs area and underage guests (inclusive of babies) are present, your function will be moved or cancelled at the discretion of the manager on duty.

Allocated Areas

The Tilbury reserves the right to adjust your booked area if final guest numbers are significantly lower than the area's capacity. Wet weather contingency plans are subject to availability.

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.

Cakeage

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.

Decorations

Decorations must be pre-approved by your Event Manager, must not obstruct surrounding guests, and must not be left behind on departure. No confetti or attaching items to any venue surfaces is allowed. Cleaning fees may apply.
Balloon Saloon Tilbury Special: \$10 off your total online order, use code TILBURY balloonsaloon.com.au

External Food & Beverage

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

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 full venue hires only

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).

External Entertainers/Suppliers

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

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. During November, December prices are subject to change.

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 prior to event confirmation.

Payment of a deposit constitutes acceptance of our terms and conditions.

Final Numbers & Event Details

Final food and beverage orders must be submitted no later than 7 days prior to the function date. Final guest numbers must be confirmed no later than 4 business days before the event. Charges may apply for last-minute updates. If final numbers are not provided, catering will be organized according to the guest number indicated on the booking form.

Payments & Gratuity

Outstanding payment is due on the night. 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. All Booking on Sundays 10% and Public Holidays 15% will have the surcharge rate applied on the final invoice. On day payments can only be split a maximum of 3 ways.

Cancellation & Refunds (Functions & Large Dining Groups)

More than 15 days to booking date: 100% refundable

Between 15 to 7 days to booking date: 50% refundable

Less than 7 days to booking date: non-refundable

Cancellation & Refunds (Dining)

Credit card details are required to secure your booking, no charges are applied in advance of the booking. If you fail to show up, numbers significantly decrease or your booking cancels without at least 24 hours' notice, you will be charged a cancellation/no-show fee of \$50 per person.

Liability & Damages

The Tilbury Hotel accepts no responsibility for loss or damage to personal property brought onto the premises. Any damages caused to the venue by guests may result in charges at the discretion of Tilbury Management.

RSA & No Drugs Policy

The Tilbury Hotel practices Responsible Service of Alcohol (RSA) in accordance with Australian law. Management reserves the right to refuse service or entry to any guest deemed intoxicated or behaving inappropriately. The possession or use of illegal substances is strictly prohibited on the premises. Breaches of this policy may result in removal from the venue and/or notification to the authorities.

Signature to authorize the above whilst agreeing to the following Terms & Conditions

Signature:

Date: