

FUNCTIONS & EVENTS TERMS AND CONDITIONS

Minimum spend

We do not require a venue hire fee. However all events must include a \$15 per head minimum food spend as part of the venues commitment to guests total satisfaction and memorable experiences.

Number of guests

Estimated numbers of guests are required no later than 2 weeks prior to your event.

Final numbers are to be stipulated no less than 1 week prior to your event.

Arrival time

Arrival times are a pre determined time of guest arrival. The areas reserved, will be set and ready for the organisers to have access 30 minutes before the guest arrival time to allow for decorations and guest set up.

Pricing

All pricing is inclusive of GST. A 10% surcharge applies on public holidays

Menus

Menu ingredient and item changes may occur from time of booking, to time of event, due to seasonal impact on raw ingredients. Should menu items change, The Pen will advise the guest of any changes no less than 1 week prior to the event.

Payment

All food orders are to be paid in full no later than 1 week prior to the event, unless arrangements have been made with management.

Confirmation & Deposit

All event reservations must be accompanied by a \$100 deposit which can be used against your total food spend. The Pen will not hold tentative bookings.

Set Menu's

For all set menu bookings – numbers attending your function must be confirmed with The Pen no later than 24 hours prior to the event. This will represent the minimum number of guests you will be charged for.

Decoration & Cakes

You are welcome to decorate your function space with balloons / signage and table decoration as you wish, we only ask that no glitter and confetti style decoration be used.

Cakes are welcome for you event and no "cakeage" is charged. we will supply you with cutlery plates and a cake knife for you to serve to your guests.

Cancellation

All cancellations must be made in writing or via email to functions@thepenmandurah.com.au before 14 days of the event for a full refund of your deposit. Cancellations within 14 days will forfeit the deposit unless otherwise specified by management based on unique occurrences.

Liability

The person named as the client/company shall be solely responsible for the final account payment resulting from the agreed reservation.

Unforeseen circumstances

In the case of an unforeseen circumstance for example, but not limited to: power failure, plant equipment failure, building defects, fire, emergency situations, The venue reserves the right to cancel the event.

Damage to property

The client/company shall be liable for any damages sustained to The Pen premises, furniture, equipment, or persons caused by the client / company and guests or any other person associated with event. Payment for damage to premises, furniture or persons will be compensated by the client / company within 15 days of damage occurrence.

Responsible service of alcohol

The Pen operates under a Tavern License, practices the responsible service of alcohol and has the following management policy that all events / client / companies must adhere to:

Welcome to 'The Pen'

Management wishes to advise you that the following policies relate to these premises. We are a member of the Australian Hotel Association and promote the Responsible Serving of Alcohol at all times.

All patrons will be dealt with politely and courteously and we ask that you do the same for our staff.

Disorderly and drunken behaviour will not be tolerated; such behaviour contravenes our license and offenders will be asked to leave the premises.

ALL PATRONS MUST PROVIDE ON DEMAND PHOTOGRAPHIC IDENTIFICATION OF THEIR AGE. MANAGEMENT RESERVES THE RIGHT TO REFUSE ENTRY. (Current Australian drivers licence with photograph, current passport with a photograph, WA Proof of Age Card accepted).

Juveniles

We do not permit juveniles (anybody under the age of 18 years) who are not accompanied by or under the supervision of their parent, stepparent, spouse, legal guardian (as recognised by the courts) or other person in 'loco parentis' to the juvenile to patronise our premises. The law in respect of juveniles will be enforced at all times.

Event / guest behaviour

Events seen to be not adhering to the RSA policy will be cancelled at the manager's discretion with no refund available. It is the events organisers responsibility to ensure that all guests of their event are behaving in a way that is in line with our RSA and behaviour rules and regulations.

