

# TERMS & CONDITIONS

1. All prices are correct at the time of going to print and are inclusive of GST at the current rate. Prices are not valid unless confirmed in writing by us.
2. Final numbers must be provided 72 hours prior to the reservation. If your function cancels in its entirety less than 7 days before the booking (or there is no show on the night), a cancellation fee of \$15 per person will be charged for non-functions and full costs associated with selected menu option for function bookings.
3. All additional charges incurred on the day must be cleared on the day of the function without exception.
4. All provisional bookings will be held for a period of 14 days after which time such bookings will be automatically released. In order to confirm a function, a non-refundable, non-transferable deposit of 25% of the total bill is required, (or an alternative amount as agreed upon by The Hof Hospitality Group).
5. All food and beverage items must be supplied by The Hof Hospitality Group, however should you wish to bring any other food item, such as a cake, you must agree this with The Hof Group before the event. NB: There is a cake-age charge applicable.
6. Any items related to the function must be removed at the end of the event such as balloons, etc. The Hof Group cannot be held responsible for mislaid effects or any items left behind.
7. Special dietary requirements and food allergies should be made known to The Hof Group at least 72 hours in advance, although preferably at the time of booking.
8. The Hof Group accepts major credit and debit cards as well as bank transfers. Sorry we cannot accept cheques. NB: There is a 3 % surcharge on payment made with American Express, Diners, and corporate cards.
9. Should The Hof Group need to make any amendments to your booking, we reserve the right to offer an alternative area/time or choice of facilities (either Hofbrauhaus or The Hof Downtown). The Hof Group may cancel the booking if; (a) the alternative area/time offered is deemed not suitable by the customer and there are now other agreeable options; (b) the booking might prejudice the reputation of The Hof Group including related entertainment or activities; (c) scheduled payments are not received at the agreed dates.
10. The Hof Group reserves the right to cancel any booking 7 or more days in advance of the booking.
11. The Hof Group will not be liable for any failure or delays in service, food and beverages as a result of events outside its control.
12. The customer shall be responsible for any damage caused to the allocated room or to furnishings, utensils and equipment there-in by an act, default or neglect of the customer; sub-contractor or guest of the client, and shall pay to The Hof Group on demand, the amount required to make good or remedy any such damage.
13. Bookings should be considered unconfirmed unless confirmed in writing by us.