

# Info

# FAQ's & Terms

## *Business & Group*

12-30 Guests

We pride ourselves in providing the best  
function and dining experience

In order to deliver on this,  
here are our terms and conditions

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## **Policies:**

### **A. Menus:**

#### 1. Menu Changes

The Falls Restaurant operates a seasonal business. Product and stock fluctuate in price & availability all the time. Due to this fact, please be aware that menus you may have received are subject to seasonal variation and price changes accordingly.

### **B. Bookings & Pre-Orders:**

#### 2. Booking Enquiries

When a booking enquiry is made The Falls will note this date for you. If we should receive an enquiry within this time for the same date we will require you to make your decision within 24 the morning prior hours after which, if we have not received a holding fee and confirmation, your booking tentative will be released.

#### 3. For Large Groups

##### **Daytime Mixed Dining Guests:**

We are a fresh food café and hold some counter food items.

If you are a large group even if you book, please expect for popular counter items to run out as we cannot promise high stock levels due to fluctuations of other walk in customers.

The only way we can guarantee items are available is if your group pre orders and pre pays counter items 3 business days before the booking – this will be non-refundable if cancelled or no arrivals.

Please understand we are not a fast food outlet and the business has limits to being able to service customers one at a time.

##### **A la Carte Guests:**

For group bookings 10 or more we require a credit card to be held on file to confirm your booking. Please note that we do not accept individual payments however we are happy to split a bill 4 ways or for you to give us whole amounts to settle.

#### 4. Process Timelines

Monday to Friday, enquiries are taken and processed via e-mail from 10 am to 11 am then 2 pm till 3 pm. Bookings will not be processed out of these times.

5. Consultation Process & Charges

Any function which is out of the usual operation of the restaurant requires plenty of expertise in planning, co-ordinating, logistics, stock control, administration and other human resources in order to deliver on time and to specification to mobilise your event.

If an event requires heavy administration and planning, we are happy to provide this service for a fee of \$20 per contact, so it is important you understand your event and follow the terms to keep these costs down.

We provide the first 1/2 hour free of charge, however if the details of the event grow in request greatly or the communication of the following details such as pre orders, menu choice or guest numbers are consistently changing a fee will be incurred for the administration time to organise this.

6. Booking in writing

All initial and subsequent details must be confirmed in writing by you. The confirmation must include all requirements.

7. Pre-orders

Pre-order options can be discussed during the consultation process. We understand if you are booking a business breakfast or lunch, you can be time constrained and pre-ordering is a convenient way of ensuring a timely meal. We are happy to provide this under these conditions:

- a. Pre order for under 16 guests must be 48 hours prior booking date- not including weekends (guest numbers under 16)
- b. Pre orders for more than 16 guests must be 7 days prior
- c. Payment by one person
- d. No time or meal changes to be made on the day- pre order must be exact
- e. Meals will be delivered at the agreed time, no compromise- please ensure your guests are punctual
- f. Last minute guests will receive a standard meal of our choice.

### **C. Confirmation & Deposits:**

#### **8. Confirming Guest Numbers**

Confirmation of guest numbers & menu must be Monday 1 week prior to the date of the event.

#### **9. Holding Fee**

Bookings of up to 12 guests require a holding fee of \$160 upon date confirmation or at least two weeks prior to the event to secure the date is not booked to another customer – this is non-refundable. Upon completion of the event this will be deducted from the final bill.

#### **10. Options Confirmed**

All menu, beverage options & final guest numbers must be confirmed via e-mail and finalised Monday, week prior to the event to which a 50% deposit is required for stock supply.

- a. All dietary requests must be detailed by e-mail in advance due to the sensitivity of preparation and availability of special stock-once booked, it is non-refundable

#### **11. Internet Banking**

All payments made by internet banking must be confirmed to us by an email digital remittance slip as to confirm your payment. When the payment has been confirmed and cleared by our bank is when the payment will be processed.

### **D. Charges for Services:**

#### **12. Charges for extra services**

- a. Room Hire (Exclusive and private use of the requested room)
- b. Cake Service
- c. Equipment
- d. Microphone
- e. Whiteboard
- f. Technology
- g. Consultations
- h. Last minute & heavy administration
- i. Extra Linen
- j. Set up/break down
- k. Tea & Coffee station
- l. Private Bar
- m. Cake & Gift Table
- n. Stationary
- o. Menu Printing
- p. Place card printing
- q. Extra Staff
- r. Surplus opening hours (opening during closed hours)

## E. Regular multiple weekly & monthly bookings

### 13. Set bookings:

If you have multiple regular set bookings, we require the dates to be confirmed by email in advance – particularly the annual monthly bookings. These bookings require administration so the business and function terms and conditions will be applied to these bookings.

### 14. Casual bookings:

If you require regular bookings however are unable to confirm exact numbers, we will not book these dates in advance as with the set bookings. We require you to book at the time of the last booking visit in person at least a week in advance. These booking can be loose arrangements which require no administration so you will not incur a fee on this and the regular general policies apply to these bookings. The guest minimum and maximum still apply to these bookings.

## F. Payments:

### 15. Bill Settlement

Unless otherwise organised by means of credit account, the bill must be settled upon completion of the meeting – **No split payments**

## G. On Account

### 16. Regular Bookings:

On account must be pre-organised with management and an approved application form needs to be in place in order to activate on account and generate a purchase order number. Upon payment, a remittance receipt must be sent via e-mail for confirmation of full payment so we may close the booking – all invoices must be settled within 7 days.

### 17. Casual bookings:

There is a \$30 administration fee applied to credit privileges per invoice generated for On Account as all invoices are carried out by a third party accounts management– this must be pre organised with management before day of event.

### 18. Method of Payment:

#### **We accept:**

- a. Cash/EFTPOS
- b. Visa 2%
- c. MasterCard 2%
- d. Amex – 3.5%

#### **We do not accept:**

- e. Diners
- f. Cheques
- g. **Entertainment Cards**
- h. **Discount Vouchers**

## H. Function Details:

### 19. Increase in guests

For an increase in guest numbers we require 24 hours' notice the morning prior to booking for staffing and stock requirements. If guests are increased on the day from previously confirmed numbers, we will endeavour to produce a meal as quickly as possible however, delays may occur for additional meals and these may vary from the meals arranged for your function. If it is a drastic increase in numbers, fees may apply such as room hire etc. Please be aware that we may not be able to call extra staff in if we are not given a decent notice period

### 20. Reduction in guests

If guest numbers are reduced on the day from previously confirmed numbers, the full payment is still required for their meal. If guest numbers are reduced under 16 people, it is technically counted as a cancellation and fees apply - your function will be regarded as a normal a la carte booking.

A loss of business and administration fee of \$6 pp will apply to the event if confirmed guest numbers are reduced. If an event is reduced by 5% or more after confirmation date we may also be forced to cancel or re-organise the details of the event depending to demand on the day.

### 21. Booking Changes

The Falls reserves the right to amend the booking agreement by price adjustment or menu change to suit the serviceability of your booking for example, if your group numbers increase to larger than the room is able to cater for, then your booking will be relocated to another room and a fee will be added to your booking.

This includes:

- a. Room location
- b. Staffing requirements
- c. Room hire
- d. Stock & equipment

### 22. Cash Bar

If guests are purchasing drinks from the bar, this service will strictly be a bar service which is where the guest must wait at the bar for their drink to be prepared and served directly to them, a tab system cannot be set up for functions as it is difficult for staff to administer and check who's tab is who's.

### 23. Microphone

If you require the use of our microphone, there is a \$20 Charge – this must be pre-arranged

### 24. Multimedia (TV) usage

You are welcome to have the use of the 65 inch smart television. Only a technician or staff may handle the TV and equipment.



## 25. Workshop, Marketing Material or Decorations Set up

We are happy if you wish to set up your function but these are the outlines

- a. The falls staff do not assemble or set up decorations
- b. The time frame to do this is during the setup of your event, no earlier
- c. All decorations etc must be removed on the completion of the function/event and taken out of the building by you
- d. No decorations or marketing material to be hung on the ceiling or walls
- e. Only approved non-permanent adhesives to be used,

**No pins, nails or hammering**

## I. **Cakes & Cake Service**

Please refer to our website

## J. **House Keeping**

### 26. Toilets

Are situated in the hall, under the stairs.

### 27. Opening windows

In the Norcross, McLeod's, Michaels or Catherine rooms it is advised to pull the top window down. This stops any paperwork blowing around and also allows for privacy when having conversations and acts as a barrier. Heat rises so will escape out of the top while offering fresh air – please ask staff for assistance.

### 28. Fire exits

Are located in the 5 following places:

- a. The Front door
- b. Through the middle room, called the Michaels Room
- c. Through Catherine Room towards the Courtyard
- d. In the Conservatory heading out to the Courtyard
- e. Through the Kitchen towards the car park

### 29. Whiteboard markers

All whiteboard markers and other items such as pens and unused pad paper remain the property of The Falls. Please advise guests to leave the equipment behind. Any missing will be charged to your account.

### 30. Power Plug Points

Do not touch any plugs or power points. We are happy to allow you to use power points and plugs however they are old and can overload. You need to discuss with us your requirements prior to the booking and only staff can do this on your behalf.

## **K. Parking**

The Falls Carpark is owned by Auckland City Council. If you have any grievances with the parking please take it up with Auckland Council 09 301 0101

### **31. Free 2 hour**

Along the kerb running alongside the building in the Falls car park, there are 12 free 2 hour council car parks. Please ensure you keep an eye on your time there as the council parking wardens do issue parking tickets.

### **32. Paid all day**

In the main car park is longer stay parking. This is all day for \$4. If you think your stay will be longer than 2 hours please park there. Often the machine is not able to take electronic payment so it is our recommendation that you **bring coins** to deposit in parking machine.

## **L. Norcross Room Security**

If you are leaving the Norcross room and have valuable items that need securing you must ask staff to lock the room for you. We accept no responsibility for any missing or damaged personal belongings.

## **M. Cancellations**

### **33. Cancellation Fees**

If cancelled 10 days before the event, the holding fee is non-refundable. If cancelled 6 days before the event, both the holding fee & deposit is non-refundable. This acts as a floor and service charge and compensates for:

- a. loss of business by refusing other bookings due to committing time & space to your function
- b. stock and supplies that cannot be returned once purchased
- c. rostered staff dedicated to your function- we commit and allocate a certain amount of staff to service a certain number of guests, which cannot relate to a reduction of staff

If a cancellation occurs in December the entire pre-payment or 50% deposit will be accounted to administration and loss of business – so please ensure your booking is correct.

## **N. General Policies:**

Please refer to our website

**THE FALLS RESERVE THE RIGHT TO REVISE ANY  
TERMS, CONDITIONS & POLICIES AT ANY TIME**

**I have read and understand these Terms and Conditions**

Date:

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Company (if applicable):

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Position of Authoriser:

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Name of Authoriser:

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Signed by Authoriser:

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The Falls Staff Member:

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