

Info, FAQs & Terms

Functions & Events

30-60 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:

2. Booking Enquiries

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

3. Process Timelines

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

4. 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 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 administration time to organise this.

5. Booking in writing

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

6. Pre-orders

Pre-order options can be discussed during the consultation process. We understand if you are booking a function and are keeping to an agenda in order to deliver on time these are the conditions:

- Pre orders for guests must be 21 days prior
- No time or meal changes to be made on the day- pre order must be exact
- Meals will be delivered within the agreed time - please ensure your guests are punctual

C. Confirmation & Deposits:

7. Confirming Guest Numbers

Confirmation of guest numbers & menu must be Monday 3 weeks prior to the date of the event.

8. Holding Fee

Bookings of 30 people or over require a holding fee of \$300 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.

9. Options Confirmed & Deposits

All menu, beverage options & final guest numbers must be confirmed via e-mail and finalised Monday, 3 weeks prior to the event to which a 50% deposit is required for stock supply.

An additional 25% of the estimated event value must be paid 1 week out of the event date.

- 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

10. 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:

- 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. Payments:

11. Credit Card Deposits

Please note payments and deposits made via credit card will incur a 2% service fee and Amex incurs a 4% service fee. No Vouchers, Entertainment cards etc. will be accepted as/with payment for this function. Diners' card is not accepted.

12. Split Payments

We do not accept split payments-one bill per table. It is the organiser's responsibility to make sure the bill is settled. We recommend that you advise your guests to bring cash to pay to the bill payer before presenting complete payment at the till for settlement.

13. Final Payment at event completion

At the end of the event, the remaining balance must be settled in full.

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**

F. Function Details:

14. Increase in guests

For an increase in guest number we require 48 hours' notice 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

15. Reduction in guests

If confirmed guest numbers are to be reduced by 5% or more after confirmation of date, a loss of business and administration fee of \$20 pp will apply to the event. We may also be forced to cancel the event depending to demand on the day.

16. 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. This includes:

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

17. Cash Bar

If guests are purchasing drinks from the bar, this service will strictly be a counter 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.

18. Microphone

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

19. 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.

20. Music Devices

If you are using your own digital MP3 or other device for entertainment such as music ensure it is compatible with our system to avoid sound quality disappointment.

21. Equipment Loan

No tables, chairs or any other equipment can leave our premises. If the rotunda is a part of your event/function, it is up to you organise and to set this up.

22. Serving Alcohol in the Park

No alcohol can be served or taken to the Park. Our licence is limited to our premises. The Park has an alcohol ban imposed by council.

23. Dancing Space

We do not have a designated dancing area, however depending on other diners and after 9.45 pm we will allow the guests of the function to be able to dance in the Catherine room depending on space available. We do not offer other rooms for dancing; There is no compromise with this.

24. Extra Requests

The Falls Restaurant management responds only to the requests on the day of the bill payer or event organiser. If a guest has an additional or alteration request of meals, layout, beverages or music, this can only be authorised by management by means of discussion with the above recognised persons. No guest's requests in these areas will be acknowledged or fulfilled. Planning has already been solidified and approved prior to event.

25. Decorations set up

We are happy if you wish to decorate your occasion 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 function, no earlier
- c. All decorations must be removed on the completion of the function/event and taken out of the building by you
- d. No decorations to be hung on the ceiling or walls
- e. Only approved non-permanent adhesives to be used,
no pins, nails or hammering

26. Entertainment

No bands or large PA systems allowed. If you have organised entertainment and this has been approved by us, it is important for the entertainers to contact our team to assess what their electrical or positional requirements are 2 weeks prior to event/function so we may make allowances for this. Set up of the equipment can only be done when your event/function is being setup. The Falls are not able to hold any equipment before or after the event as we are not liable if any damage occurs, also there is limited unused space for us to store equipment.

G. Cake Service

27. Cake Prices

If a celebration cake is a part of the event, we can make these to order with a piped message on top – our cakes take 3 days make, please give notice

- a. Gateau - \$75
- b. Carrot - \$65

The cake also has a service included of slicing and platters

H. Service Charge of Self Supplied Cake

If you wish to organise your own, we have a service charge of:

28. \$30 for a single cake

- we provide paper napkins
- clothed table
- allow you to bring cake into our facility

29. Additional services

We can provide extras additional to cake charge below detailed

- c. \$25 Sliced & Platter Served

OR

- d. \$1.50 pp Full Service

- We will slice the cake
- Sliced cake presented on platters
- Side plates for guests
- Dessert forks (if needed)

I. You must supply:

- Your own cake knife as we do not have these to offer
- For left over cake please bring your own box to take it home – we do not have boxes suitable for cakes.

J. **We can only store your cake on the day of your event**

30. Speciality Cakes

Speciality cakes (such as wedding cakes) have specific handling instructions; it is up to you to ensure that we are made aware of this the week prior to your event/function so we may make allowances for this.

31. Liability

We hold no liability if any damage should occur with speciality or brought in cakes, however we will endeavour to do our best to keep it safe.

K. Whipped Cream

\$20 bowl of vanilla bean whipped cream

L. House Keeping

32. Toilets

Are situated in the hall, under the stairs.

33. 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.

34. 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.

35. 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

M. 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

36. 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.

37. 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.

N. General Policies:

Please refer to our website

O. Special Strict Conditions

Upon acceptance and confirmation of your booking by The Falls, a legally binding contract exists. If, for any reason you are forced to cancel your booking The Falls reserve the right to collect from you a cancellation charge especially during our peak function seasons.

The following cancellation charges apply:

38. Cancellations:

The Falls Restaurant reserves the right to cancel or refuse an event under the following circumstances:

- a. If the booking might, in the opinion of The Falls, prejudice the reputation of The Falls.
- b. If the organiser is more than 30 days in arrears with any payment to The Falls.
- c. If The Falls becomes aware of any alteration in the bill payers financial situation.
- d. The Falls Restaurant, or any part of it, is closed due to circumstances beyond our control. In this event a refund of any advance deposit will be paid but would have no other liability.

If cancelled 30 days before the event, the holding fee is non-refundable. If cancelled 21 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
- d. 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.

39. Extra Charges

- a. The Falls Restaurant reserves the right to charge for any additional services requested during the event if you do not adhere to agreed timings.
- b. The Falls Restaurant strongly recommends taking out adequate insurance to cover the cost of cancellation and other liabilities.

40. Entertainment

The Falls Restaurant reserves the right to approve or disapprove any externally arranged entertainment, services or activities that you have organised.

41. Liability

The Falls Restaurant will be liable to you and your guests for injury or loss and damage only where and to the extent we have been negligent. Otherwise there shall be no liability whatsoever. We regret that we cannot be responsible for the security of your property, though we will do our utmost to look after it.

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

I have read and understand these Terms and Conditions

Date:

Company (if applicable):

Position of Authoriser:

Name of Authoriser:

Signed by Authoriser:

The Falls Staff Member:
