

# Devonport Surf Life Saving Club



## Venue Hire Agreement Package

# Contents

Introducing our Venue .....	3
Terms of Reference .....	4
Venue Hire Charges.....	5
Function Packages.....	5
Bar Staff.....	6
Catering.....	6
Preferred Caterers .....	7
Fire Alarms .....	7
Damage and Theft.....	8
Linen Hire .....	8
Conditions and Terms of Hire .....	9
Function Checklist .....	11
Devonport Surf Life Saving Club Venue Hire Agreement .....	13
Wine List.....	14
Beverage Range and Price List .....	15
Feedback Form.....	16

# Devonport Surf Life Saving Club

## Introducing our Venue

The **Devonport Surf Life Saving Club** is located at Bluff Beach, a beautiful spot nestled between the Bluff headland and the mouth of the Mersey River at Devonport on Tasmania's North West coast. "The Bluff" as it is known to locals, has always been an iconic family gathering point for swimming, sunbathing, picnics in the park, and Surf Life Saving.

We occupy one of the best venues along the coast, providing a wonderful setting for birthday and engagement parties, wedding receptions, Christmas and corporate functions.

The Clubroom, which is on the first level of the clubhouse, commands sweeping views from the all areas of the lounge, bar and balcony. Being an active community service provider and sports club founded in 1922, the clubroom reflects its rich history, with many original local photographs dating from the late 1880's – 1900's to the present day. The building was completed in March 2011 and features clean lines and high timber ceiling, a generous bar and lounge area.

The Clubroom is serviced by fully stocked bar, and also the following amenities:

- Licensed for 200 people (standing)
- Seating for 70 people
- 13 rectangular trestle tables
- Large electric oven & hotplates
- Microphone & speaker system
- 60" and 42" HD TV's with laptop, iPod and smart phone external input access



The Devonport Surf Life Saving Club Function Hire Agreement is available for viewing and download from our website ([www.devonport\\_surfclub.asn.au](http://www.devonport_surfclub.asn.au)). This document contains details on the drinks and function packages that are available, as well as the terms and conditions of hiring the venue.

Whilst catering is at the host's discretion within the range of our preferred caterers, we do reserve the right to make sure your caterers are professionally qualified and hold a good reputation. The Devonport Surf Life Saving Club licences demands that we provide all alcohol to functions.

Further enquiries and information, along with bookings, can be made directly to the Social Manager email – [social@devonportsurfclub.asn.au](mailto:social@devonportsurfclub.asn.au).

Please Note: In order to ensure compliance with Liquor Licensing Laws, the Club has a policy not to accept bookings for birthday parties below 25 years of age.

The Club's members are extremely proud of their fantastic new state-of-the-art non-smoking premises, and encourage the respectful use of our facilities to host functions and events as a way of raising funds to sustain their participation in providing a valuable service to the community; saving lives and keeping our beaches safe; promoting healthy, fun activities for children, youth and families. We pride ourselves with developing skills in children and young people, through our many beach activities, development and training, water safety, patrols, events and carnival participation.

# Devonport Surf Life Saving Club

## Clubroom hire

### Terms of Reference

“the Club” – The Devonport Surf Life Saving Club Incorporated.

“the Clubrooms” – The upstairs clubrooms of the Devonport Surf Life Saving Club, situated at the Devonport Bluff Beach, Devonport Tas. 7310.

“the Client” – You, the person who is interested in hiring, or has agreed to hire, the Clubrooms bar/lounge area for the purposes of hosting a function or event.

“the Social/Clubhouse/Bar Manager” – The representative of the Devonport Surf Life Saving Club.

“Staff”, “Bar Staff” – The members of The Devonport Surf Life Saving Club who are responsible for operating the Club’s Bar facility during a function or event.

### Booking Hire Fee

A booking Hire Fee of (see table on page 5) is required within 14 days of the tentative booking being made to confirm and exclusively secure a date to hire the Clubroom. Failure to pay the booking Hire Fee within 14 days of making the enquiry will automatically result in the lapse of the tentative booking. The Bond must be paid 28 days prior to the function date.

30% of this Hire Fee is non-refundable and will be forfeited by the Client upon cancellation or postponement of a function more than 28 days prior to the function date. In the event that the function is cancelled within 14 days of the function date, 60% of the Hire Fee will be non-refundable. In the event that the function is cancelled within 7 days of the function date, the entire Hire Fee will not be refunded. The bond will be refunded if the function is cancelled.

### Venue Hire

Included in the room hire package is:

- Use of our Function Room, and balcony, which licensed to hold up to 200 guests,
- Seating for up to 70 people using our chairs in conjunction with our 13 trestle tables and 70 chairs,
- Use of our kitchen and servery facilities, which include:
  - A large oven,
  - A microwave oven,
  - Cool room,
  - An urn;
  - Miscellaneous cooking and serving utensils,
  - Use of our 60” and 42” HD TV’s (iPod/Laptop input)
  - Use of our cordless microphone & speaker system.

## Venue Hire Charges

Function room hire covers three types of hire, three hour slots either in the morning or afternoon or 6 hour time spans during nominated days and nominated nights. When the bar is required bar staff costs will be extra over and above the hire fee. Extended periods of hire will be negotiated outside of the rates below.

The Hire Bond will be refunded in full if after the Social/Clubhouse/Bar Manager is satisfied that there was no undue breakages, excessive cleaning required etc caused by you or your guests at your function.

	<b>Hours</b>	<b>Hire Fee</b>
Part Day Hire (Monday to Friday)	First 3 hours Every hour after	\$250* \$50
All Day (Monday to Friday)	9.00am – 4.00pm	\$440*
Night (Mon to Thur, Sat)	6.00pm – 12.00 midnight	\$400*
Weddings/ Seated Events	4pm – 12:00 midnight	\$750*

**\*Additional hire fee charges will be incurred if the venue is required for setting up the day before a function**

## Function Packages

There is a number of ways that the Club can accommodate the serving of alcoholic and non-alcoholic drinks from the Bar. Options include a full Cash Bar, or our "Consumption" package. Additional canned spirits add-on options are also available in conjunction with all packages. The choice of drink package, and the selection of individual drinks, must be conveyed to the Social/Clubhouse/Bar Manager no later than 7 days prior to the function to ensure sufficient stock is available for the function date.

### *Option 1 – Full Cash Bar Package*

This option caters for functions where the Client intends for guests to purchase their own drinks from our entire range at our very competitive prices at no charge to the Client. See our full price list on Page 14 – 15. This option is subject to a minimum spend of \$400, and any shortfall will be added to the final invoice. The Room Hire Charge (see above) will be applied to this.

### *Option 2 –Consumption Package*

This option is generally suited to smaller and quieter functions and operates on the basis that the Client will be invoiced for each item served over the Bar. The Client may limit which items from our extensive range will be made available for their guests, although other items may still be purchased by guests on a Cash Bar basis.

The above options are also subject to a minimum spend of \$400, and any shortfall will be added to the final invoice. The list of our beverages is located on pages 14 – 15. The Room Hire Charge will be applied to this option.

### ***Option 3 - Split Cash Bar Package***

It is possible to utilise a split Cash Bar package. This involves using a Consumption package for part of the function, and then reverting to a Cash Bar for the remainder of the event.

### ***Minimum Spend***

Functions where either the Full Cash Bar or Consumption package is selected will be subject to a minimum spend of \$400 over the bar. In the event that \$400 worth of drinks is not purchased or supplied over the bar during the function, the client will then be invoiced for the shortfall.

### ***Price Adjustments***

Whilst the Devonport Surf Life Saving Club aims to ensure that the prices detailed in this package are as accurate as possible at the time of publication, the Club does reserve the right to alter our prices at any time without notice, in line with any price changes that may be imposed on the Club by its suppliers.

### ***Spirits Add-on***

Normally canned premixed spirit drinks will be paid for by the guests, but if the hirer selects to add spirit cans to their selection of allowable drinks in any of the above options the staff will accommodate their wishes.

### **Bar Staff**

The bar staff used by the Club are all RSA trained and current Devonport Surf Life Saving Club members. All functions must be staffed by at least 2 Club members. The Social/Clubhouse/Bar Manager will be solely responsible for determining the number of bar staff required to work any given function based on the expected numbers of function guests, with a minimum of 2 staff.

Bar staff are not responsible for providing any food or catering service including waiting on guests. Bar staff will not be responsible for serving of tea or coffee, and the supply of tea and coffee provisions is the responsibility of the Client.

Bar staff costs are included in the hire fee.

### **Catering**

All catering is to be arranged by the Client. The suggested caterers below have used our Club Rooms for previous functions and know our facilities. We suggest them as we have found their food and service to be of a very professional, good quality and excellent value. Please contact them personally for further details.

Whilst catering is at the host's discretion within the range of our preferred caterers, we do reserve the right to make sure your caterers are professionally qualified and hold a good reputation. Your caterer must be approved by the Social Manager before they can use our facilities. Self catering by clients will be at the discretion of the Social Manager.

## Preferred Caterers

### *Drift Café & Restaurant*

Dane

6424 4695

eat@driftdevonport.com

### *The Larder Café*

Donna

64242148

lardergirl@hotmail.com

### *Bon Bouche Catering*

Vanessa Belbin

Mob: 0437 538 658

## Cleaning

In the event that the Social/Clubhouse/Bar Manager deems that the amount of cleaning required following any function is in excess of normal and reasonable expectations (e.g. carpet steam cleaning required etc.), the client will be informed and an excess cleaning fee of \$300 will be added to the invoice.

## Fire Alarms

The clubhouse premises are fitted with fire and smoke alarms throughout the building. The use of smoke machines for entertainment is not permitted, smoking is not permitted anywhere on the premises, fireworks of any description are not permitted to be let off from the balcony or anywhere within the building. In the event of the alarm going off the premises must be vacated via the emergency exit signed doorway at the eastern end of the upstairs area and down the stairs onto the grassed area in front of the restaurant. The hirer is responsible for the attendance charge levied by the Fire Department for call outs caused by them or by any of their guests.

## **Damage and Theft**

In the event of damage occurring to either the Clubrooms or the any of the Club's equipment (including theft), the client will be deemed liable and the cost of repairs or replacement will be added to the final invoice. An administration fee of 25% of the total cost of repairs or replacement shall also be charged.

A charge of \$5.00 per item of broken glassware (not caused by staff) will be added to the invoice.

## **Access to the Clubrooms**

Access to the Clubrooms, prior to and following the function, is to be arranged directly between the Client and the Social/Clubhouse/Bar Manager. Access to the Club will be via the common foyer stairs, which the Social/Clubhouse/Bar Manager will arrange.

In general, access will be from the morning of the day of the function; however, early access may be arranged via the Social Manager, but only if the Clubrooms are not otherwise in use.

Access to the venue shall cease within 1 hour of the conclusion of the function, and the Client is to ensure that all their property (such as left-over food, decorations, gifts, etc.) is removed at this time. It may be possible to arrange a later time to pick up property that is left behind via the Social/Clubhouse/Bar Manager, but only if the Clubrooms are not otherwise in use.

There may be an additional room hire fee charged to the Client for extended access to Clubrooms if it impacts on the Club's availability to host another function.

## **Linen Hire**

Linen hire is the responsibility of the hirer via their catering arrangements or their own sources. Alternatively linen can be sourced through the Club's provider at an additional cost.



## Conditions and Terms of Hire

### *Guest Behaviour*

Devonport Surf Life Saving Club has procedures in place to protect the interests of the Club, its staff and members, the Client and the Client's guests in event of the following events occurring, or during the course of a function.

- A liquor licensing infringement occurring on the Club's premises;
- Damage to the Clubrooms, and the Club's equipment, by guests;
- Violent or abusive behaviour by guests towards staff and/or other guests.

A pro-active approach will be primarily applied by the Club's staff to prevent these events from occurring. There will be an attempt to contact the Client to inform them of the situation as a courtesy, but the decision in respect to what final actions to take will be determined solely by the Club's badged Responsible Person/s. This may result in any of the following actions being taken:

1. A verbal warning being issued to the offending person.
2. Refusal to continue service of alcohol to the offending person.
3. Eviction of the offending person from the Club's premises, using necessary force as permitted by law if required.
4. Refusal to continue service of alcohol to all guests.
5. Complete shut-down of the function, and removal of all guests from the Club's premises.
6. Calling the Police to remove offending persons who refuse to leave the Club's premises after being directed to do so.

The Club's bar staff, as representatives of the Club, have the right to evict any person(s), and/or shut-down any function, at any stage during the function, regardless of the wishes of guests or the Client, if they feel that their personal safety, the Club's liquor license, the Club's property or other interests are at risk.

The Social/Clubhouse/Bar Manager may also request details prior to the function of any security measures that the Client intends to take to ensure the safety and protection of staff and guests, and may request further measures be taken if he or she is unsatisfied with the measures proposed by the Client. If the need arises and security is organised by the Social/Clubhouse/Bar Manager all costs incurred will be added to the invoice.

### *Insurance*

The Club bears no responsibility for any potential liability caused by third parties that are hired by the client, such as security guards, caterers, DJs etc. These third parties are expected to have their own personal and professional liability insurance policies in place.

### *Personal Property*

The Club accepts no responsibility for the loss or damage of any property brought into the venue by the Client, guests or other third parties. All personal property remains the responsibility of the Client or their guests.

### *Special Terms and Conditions*

The Hirer is responsible to ensure social distancing and hygiene is undertaken in accordance with Government requirements

Please see [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au) for latest information.

## Venue

The area for hire includes the main function room (upstairs), the balcony and the toilets. Access may also be granted to the meeting/servery room. The boatshed facility (downstairs) is strictly out of bounds at all times. The entire interior and external backyard areas of the Clubrooms and building are designated as non-smoking areas. Smoking is NOT permitted outside on the balcony. No alcohol is permitted to leave or be brought onto the premises at any time.

## Departure

Once the function has finished and/or the Club's liquor license expires, guests have 15mins to finish drinks and then an additional 15mins to vacate the premises. Failure to comply will result in additional fee of \$100.00 per half-hour (or part thereof). The liquor licence of the Club expires at 12 mid-night, and no extensions can be granted to prolong the duration of a function beyond this time. Service of alcohol will cease immediately at this time.

## Decorations & Room Set-Up

The Club's members are extremely proud of their fantastic new state-of-the-art non-smoking premises, and encourage the respectful use of our facilities to host functions and events. Current fixtures and fittings displayed must not be tampered with. Decorations utilised by the Client must not damage the venue or its fixtures in any way. As such the Club has a policy of **not** permitting the use of staple guns, nails, glues or adhesives on paintwork. Damage as a result of the use of these items will be charged to the Client appropriately.

The Client is responsible for setting up the room prior to the night and positioning tables, chairs, pedestals and other furniture.

## Bar Service

The Club's bar staff are all RSA trained and current Club members, and the Social/Clubhouse/Bar Manager will ensure that there will be a minimum of 2 bar staff and 1 will be badged 'Bar Supervisor' on duty at every function.

All drinks, alcoholic and non-alcoholic, are to only be served by the Club's bar staff this is for the protection of guests and our staff from issues such as drink-spiking, and is also a requirement of the liquor license that the Club operates under. Additionally, no alcohol is permitted to be brought onto or leave the premises of the Club.

The Club is only responsible for providing bar staff. The Club has no responsibility for other staff sourced by the Client, such as DJs, caterers and waiting staff.

## Guest Numbers

The Client will be required to provide an approximate number of guests at the time of booking confirmation. Within 7 days prior to the function, the Client must provide an accurate number of guests attending.

It is the responsibility for the Client to ensure that guest numbers are managed appropriately.

### *Price Adjustments*

Whilst the Devonport Surf Life Saving Club aims to ensure that the prices detailed in this package are as accurate as possible at the time of publication, the Club does reserve the right to alter our prices at any time without notice, in line with any price changes that may be imposed on the Club by its suppliers.

### *Hire Fees & Cancellations.*

The Club utilises the concept of booking Hire Fees and a bond to discourage the practice of 'dummy' booking, and to offset the Club's potential loss of revenue due to cancellations at late notice. The booking date is only secured after the payment of a Hire Fee of the appropriate hire rate within 14 days of the initial tentative booking.

30% of the hire rate is non-refundable in the event of cancellation or postponement of the function by the Client. In the event that the function is cancelled within 28 days of the function date, 60% of the hire rate will be non-refundable. In the event that the function is cancelled within 7 days of the function date, 100% of the hire rate will not be refunded.

The Hire Fee can be paid in person to the Social/Clubhouse/Bar Manager at the Clubrooms (time to be arranged) using cash, cheque, or EFTPOS.

A signed agreement form must accompany the payment of the Hire Fee (Page 15 of this document).

## **Function Checklist**

### **At the time of the enquiry:**

The Social/Clubhouse/Bar Manager will advise of our facilities, charges and the availability of the Clubrooms. At this stage, all enquiries are tentative and will only be held for a maximum of 14 days. If no confirmation of the booking is received within 2 weeks of the enquiry together with the signed Hirer's Agreement Form, the tentative booking will lapse.

### **At the time of the booking confirmation:**

The Social/Clubhouse/Bar Manager will confirm the date of the booking, and will secure the date upon receiving the appropriate Hire Fee and the signed Hirer's Agreement Form providing all details of the function and any other relevant information. If access will be required on the date preceding the function for set-up, (often required for Wedding receptions), it is important that this be communicated to the Bar Manager at this stage to check if this can be accommodated. There may be an extra hire fee if extra use of the venue is required.

**Between 14 and 7 days prior to the function:**

The Social/Clubhouse/Bar Manager will contact the Client to confirm:

- Accurate guest numbers
- Drink package choice, and other related details
- Details of any third party staff such as DJs, caterers and waiting staff
- Security measures undertaken by the Client

At this time, access times to the Club will be arranged. The Social/Clubhouse/Bar Manager will ensure that the venue has been cleaned and is presentable by the time that access will be granted.

**Set– up**

Access will be granted to the upstairs lounge area. Food may be stored in the cool room, and any other items may also be stored in the rear storeroom as well. Suitable decorations may be put in place, and the tables and chairs can be arranged by the client to suit their wishes. During this time, deliveries such as food, cakes, decorations, karaoke & DJ sound systems can be made. These third party deliveries or setup functions will need to be co-ordinated by the hirer to occur close to the same time.

**1hr – 30mins prior to the Function start time:**

The Club bar staff will arrive and open the bar facilities.

**Function Start Time:**

Guests arrive, the celebrations begin and everyone has a great time! If there is something that the Client requires during the night, our Bar staff will try to accommodate any reasonable requests accordingly.

**Function End Time / Liquor Licence Expiry:**

The Bar staff will stop serving drinks and the Bar will close (11.30pm). Bar staff will begin collecting empty glasses. Guests have 15 minutes to finish their drinks.

**15 minutes after the Function End Time:**

Guests are to finish their drinks and start to vacate the premises.

**30 minutes after the Function End Time:**

All guests are to have departed, allowing the bar staff to pack away chairs, trestle tables, and perform a light clean-up. During this time, the Client may wish to pack up any items of value.

**1 hour after the Function End Time:**

The Client and guests have departed the venue, and the Bar Staff will lock up the venue, following a light clean-up.

The Client should ensure that all belongings are removed at this time, unless extended access to the Clubrooms has been arranged with the Social/Clubhouse/Bar Manager.

Please ensure that all personal belongings are removed, as the Club will not accept responsibility for them.

## Devonport Surf Life Saving Club Venue Hire Agreement

(Please complete this form, sign the agreement and return to the Club with Hire Fee payment.)

I, \_\_\_\_\_ (PRINT NAME) of \_\_\_\_\_

\_\_\_\_\_ (ADDRESS)

Contact number(s) \_\_\_\_\_

Type of Function (Wedding, Birthday, etc.) \_\_\_\_\_

I hereby declare that I have read the Devonport Surf Life Saving Club Function Room Hire Agreement, and agree to be bound by the terms and conditions laid out by the Devonport Surf Life Saving Club in the Function Room Hire Agreement

I understand that I am liable for all breakages, damage and vandalism. I also agree to leave the Club Room in the same way that I found it.

I have enclosed the Hire Fee to confirm and secure the Booking:

- \$250.00 + .....
- \$400.00
- Tax invoice Required
- \$440.00
- \$750.00

Additional Costs:

- Linen – Bar Table Covers @\$9.00/each – Number Required \_\_\_\_\_
- Large Tablecloths @\$6.00/each – Number Required \_\_\_\_\_

I would also like the following for the Function:

- Chairs
- Tables
- Bar Tab (approx. \$\_\_\_\_\_ to be paid in full at the end of the function)
- Sound System/TV
- Lectern

**The Hirer accepts COVID-19 Terms and Conditions as per [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au)**  
**Sign** \_\_\_\_\_

The Hire Fee has been paid by: (please circle below)

CASH, EFTPOS, CHEQUE, CREDIT CARD, DIRECT DEPOSIT (Details Below)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ Exp:\_\_\_\_\_/\_\_\_\_\_

DO NOT POST VISA MASTERCARD details

\*AMEX & Diner's Club not accepted

The date of my function is \_\_\_/\_\_\_/\_\_\_, and the approximate number of attending guests is \_\_\_\_.

I agree to advise the Social Manager as soon as possible if expected guest numbers change. I would like to select Option 1, 2, or 3 (circle one) for the serving of alcohol to the value of \$\_\_\_\_\_

I have arranged for the following security arrangements to be put in place:

\_\_\_\_\_

I require access to the room by \_\_\_\_\_ am/pm on \_\_\_/\_\_\_/\_\_\_\_. The scheduled function start time is \_\_\_\_\_ am/pm and the scheduled end time is \_\_\_\_\_ am/pm (no later than 11.30pm).

SIGNED: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_\_

**Please Return with payment to:** The Treasurer, Devonport Surf Life Saving Club PO Box 157  
Devonport TAS 7310.

**Direct Deposit Details:**

**BSB:**067-402 **Account No:** 2804-5217

**Account Name:** Devonport Surf Life Saving Club Inc.

## Wine List

We update our wine list on a regular basis in order to provide our Clients with a suite of wines that cover the maximum possible range of quality, variety and price.

<b>Red Wines</b>
Devil's Corner Pinot Noir, TAS
Ninth Island Pinot Noir, TAS
George Wyndham Merlot, NSW
Wynns Cabernet Shiraz Merlot, SA
1889 Cabernet Sauvignon, VIC
Taylor's Shiraz, SA
Yellow Tail Shiraz, NSW
<b>Sparkling Wines</b>
Devil's Corner - Chardonnay Pinot Noir, TAS
Brown Brothers - Prosecco 200ml, VIC
Brown Brothers - Spk Moscato 200ml, VIC
<b>White Wines</b>
Gossips 'Sweet Lips' Moscato, NSW
Ride On Marlborough Sauv Blanc, NZ
Tamar Ridge Sauvignon Blanc, TAS
Brown Brothers Crouchen & Riesling, VIC
Devil's Corner Pinot Grigio, TAS
Frenchman's Cap Pinot Gris, TAS
Devil's Corner Chardonnay, TAS

## Beverage Range

### Beer

Tap Beers (Heavy and Mid strength) 285ml 10oz.  
Tap Beers (Heavy and Mid strength) 425ml 10oz.  
Tap Beers (Heavy and Mid strength) 570ml 20oz.

### Australian Beers (Bottled/Cans)

Boags Draught, Boags Red  
XXXX Gold

### Australian Premium Beers (Bottled)

James Boags Premium Lager  
Little Creatures

### Imported Beers (Bottled)

Corona Extra  
Guinness

### Light & Mid–Strength Beers (375mL Stubbies)

Boags Premium Light  
Iron Jack

### Ready– To– Drink

Vodka Cruisers  
Rekorderlig Cider  
Somersby Cider  
Spreyton Ginger Beer

### Soft Drinks

All soft drinks are served by the can or small bottle.  
Coke, Diet Coke, Sprite, Lift, Fanta  
Tonic, Soda & Sparkling Water  
Organic 350ml Orange  
Lemon lime & Bitters

### Spirits

All spirits are served by the can. We have a selection of the popular brands. They are:  
Jim Beam  
Canadian Club  
Bundy & Cola  
etc

## Feedback Form

We are always aiming to improve the quality and standards of our venue options and services. Following your recent event held at the Devonport Surf Life Saving venue your comments and opinions would be appreciated.

We would appreciate it if you would take the time to complete the following post event feedback form. We value your comments and you may help to improve our facilities and the services we offer.

Name: \_\_\_\_\_  
Function: \_\_\_\_\_  
Function Date: \_\_\_\_\_

The following questions require a 1-7 response where 1 is Excellent and 7 is Poor. For questions that are not applicable to your function please insert N/A.

### The whole experience.

- |  | Rating            |
|--|-------------------|
| 1. How would you rate the overall experience? From first contact to completion and cleanup after the function. | 1 2 3 4 5 6 7 N/A |
| 2. How would you rate the "Venue Hire Agreement" pack downloaded from our web site?                            | 1 2 3 4 5 6 7 N/A |
| 3. How would you rate the booking process we employ?   | 1 2 3 4 5 6 7 N/A |
| 4. Would you use our venue again?  | 1 2 3 4 5 6 7 N/A |

### The Venue.

- |   |                   |
|---|-------------------|
| 5. Your first impressions of the venue facilities?                      | 1 2 3 4 5 6 7 N/A |
| 6. The range of facilities on offer?                                    | 1 2 3 4 5 6 7 N/A |
| 7. General access to the facilities as per your arrangements and needs? | 1 2 3 4 5 6 7 N/A |
| 8. Staff availability and the service they offered?                     | 1 2 3 4 5 6 7 N/A |
| 9. Cleanliness of the venue including the toilets?                      | 1 2 3 4 5 6 7 N/A |
| 10. The Bar area and the selection of beverages made available?         | 1 2 3 4 5 6 7 N/A |
| 11. Venue hire price and conditions?                                    | 1 2 3 4 5 6 7 N/A |
| 12. Bar prices  | 1 2 3 4 5 6 7 N/A |

### Generally.

- |  |                   |
|--|-------------------|
| 13. Did we understand your requirements & anticipate your needs? | 1 2 3 4 5 6 7 N/A |
| 14. Did your function go to plan as you anticipated?             | 1 2 3 4 5 6 7 N/A |
| 15. Would you recommend our function facilities to your friends? | 1 2 3 4 5 6 7 N/A |



**General Comments.**

What can we do better to serve your requirements in the Future?

Please feel free to add any further information to either clarify one of the questions above or to add further comments that we should know about.

Thank you for your time and effort to keep us informed. If you would like to discuss any issues in further detail feel free to contact our Bookings Officer on 0428 154 661