



THE MUDCASTLE

NELSON NEW ZEALAND

TERMS AND CONDITIONS - FUNCTIONS

1. **Deposit policy.** A function reservation only becomes confirmed when a deposit is received. The deposit amount is the full venue hire charge. A valid credit card number (to be used in case of incidentals) is required at the time of confirming the booking. Additional deposits may be required subject to management request.
2. **Cancellation policy.** Cancellation must be received in writing. The deposit is non-refundable unless the booking is able to be replaced with a comparable function.
3. **Hired items or external service providers.** If hire items or services have been organised from external suppliers, payment in full is required in advance of the function.
4. **Catering.** To comply with Council requirements, function catering must be handled by caterers who operate by special arrangement with The Mudcastle.
5. **Special diets.** Special diet requirements must be confirmed no later than 5 working days prior to the function and may incur a special charge.
6. **Final numbers.** Final numbers must be confirmed in writing no later than 5 working days prior to the function so that the catering supplies can be calculated and ordered. If guest numbers increase after confirmation, the caterer and The Mudcastle must be advised as soon as possible.
7. **Extra catering requirements.** If extras eg. bus drivers, entertainers, photographers, celebrants etc. are not included in final numbers but the caterer is required to feed them, additional costs will apply.
8. **Minimum number.** If a minimum number requirement has been stipulated for a function event and numbers attending the function fall below that number for whatever reason, the minimum number will be charged.
9. **Alcohol policy.** The Mudcastle is a Fully Licensed venue. BYO (bringing your own) alcohol is not permitted except in special circumstances and only by prior agreement.

Violation of this condition by any person attending the function will result in confiscation of the alcohol and/or penalty charges for the function client.

- 10. High heels.** Heel protectors must be worn on all high heeled shoes likely to cause damage to our paths and patio surfaces and our clay and timber floors. Guests must be advised of this requirement prior to the function. Any repair cost for damage resulting from a failure to adhere to this requirement will be charged to the function client.
- 11. Smoking.** A no smoking policy is observed inside The Mudcastle. Windows and doors must be closed if guests are smoking directly outside on decks and patios. As special cleaning is required to remove contaminant odours from smoking, a \$200.00 +GST cleaning fee per room will be charged to the function client if this request is ignored.
- 12. Fireworks, Confetti and other Decorations.** Confetti and fireworks are not permitted. An exception is made for hand-held sparklers on the proviso that clients ensure they are not discarded in the grounds or left on any surface that could be burned. Clients are welcome to supply their own table centrepiece decoration but candles must be contained so they do not burn, or drip on, the table linen and glitter is not permitted.
- 13. Music.** Live bands, DJs and music sound systems are welcome but must comply with acceptable noise levels as stated by management. The Mudcastle management has the right, without liability, to shut down music if instructions in relation to noise volume are not followed.
- 14. Children.** Children must be supervised at all times by parents or other guests.
- 15. Loss and/or damage.** Any loss or damage to items owned by The Mudcastle business or by Kevin and Glenys Johnston personally shall be reimbursed at replacement value and this provision shall extend to any hired items that are, at the time of the function, on The Mudcastle premises.
- 16. Balance of payment.** The balance of payment is required on departure from the premises. For corporate functions, a 7 day account may be sent by prior arrangement. The signatories to this contract acknowledge their responsibility to ensure that this clause is complied with in the event that someone else is paying for the function.
- 17. Methods of payment.** Payment may be made by cash, Eftpos, Mastercard or Visa. There is a 3.5% surcharge payable on credit card transactions. Alternatively, payment may be made for all known costs prior to the function by direct credit and the balance paid by another method. Direct credit payments should be made to The Mudcastle's bank account at Kiwibank, Nelson 38-9009-0308424-00.
- 18. Accommodation guest check-in and check-out.** Check-in for accommodation guests is 4pm and check-out is 10am unless a late check-out of 12 noon has been agreed. Earlier access to the venue and/or guest accommodation may be possible but this is subject to other booking commitments and will incur extra charges. Early access is only possible by prior agreement between The Mudcastle and the client.

19. Photos. It is understood that photos taken on The Mudcastle premises may be provided to The Mudcastle for use in future venue promotions and The Mudcastle agrees to credit the photographer whenever it is practical to do so.

I/We confirm that we have read, agree to and have been given a copy of the above terms and conditions.

Signed: _____ **Date:** _____

Name: _____

Address: _____

Email: _____ **Phone:** _____

Signed: _____ **Date:** _____

Name: _____

Address: _____

Email: _____ **Phone:** _____

Credit card details: Name on card: _____

Card number: _____ **Expiry date:** _____

Function date: _____