



TERMS & CONDITIONS

1. Booking Confirmation

Confirmation of events must be made in writing at bookings@thealpineretreat.com.au. A 50% deposit is required to confirm all functions – please send the attached form and requested deposit within 5 days of your original enquiry. Management reserves the right to cancel any unconfirmed bookings and allocate the space to another client. The Alpine Hotel requires final confirmation of guests and final details 14 days prior to the event date. We reserve the right to charge for the confirmed number of guests 14 days before the event.

2. Cancellation

Any cancellations must be made in writing and receipt confirmed. Cancellations made less than 14 days prior to the function will not be entitled to any refunds.

3. Changes

In the event of unforeseen circumstances or any alterations to numbers, The Alpine Hotel reserves the right to move the event to another suitable room.

4. Access to rooms

Clients will have access to their room 1 hour prior to daytime functions and 2 hours prior to evening functions

5. Food and beverage

No outside food or beverage may be brought onto the premises for consumption during the event. All menus and prices are subject to change. Cake cutting is allowed and charged at \$3 per head.

6. Cancellation by the Hotel

If the Hotel has reason to believe that a function will affect the operations of the Hotel, its security, or reputation, it reserves the right to cancel the function.

7. Payment

Deposits and full payments are to be made by electronic cash transfer. Full payment is required 14 days prior to the date of the function.

8. Decorations, displays and signage

No items are to be attached, pinned or glued to the wall surface of any function room.

9. Damage

Clients are responsible for any and all damages caused during the function by any of their guests or any other persons attending the function, in any part of The Alpine Hotel.

10. Insurance

The Alpine Hotel will not accept responsibility for the loss or damage to any equipment or merchandise left on the Hotel premises prior to, during, or after the function.

11. Trade displays

Clients are responsible for transport, set-ups and dismantling of their own equipment in accordance with health and safety policies. The Alpine Hotel management will conduct inspections prior to and after the removal of equipment. The exhibitors will be liable for any damage.

12. Smoking policy

The Alpine Hotel is a non-smoking facility. Smoking is prohibited in all enclosed areas and function rooms.

13. Responsible Service of Alcohol

The Alpine Hotel practices the Responsible Service of Alcohol and reserves the right to refuse service of alcohol to any guests who are under the age of 18, are unable to provide proof of age or any guest believed to be intoxicated or disruptive. The Alpine Hotel is a fully licensed premises and BYO alcohol is not allowed at any time. All minors must be in the presence of their parent or legal guardian.

14. Acceptance

We ask that you sign the original copy of this contract acknowledging acceptance of the terms and conditions herein and return it with the required deposit by the date nominated.

15. COVID-19 Cancellation Policy

If your event has been affected by COVID-19, whether that be a changing of restrictions or in the event of a lockdown, the hotel will provide a full refund of deposit and any pre-event payments made if you do not wish to postpone your event.