

General Terms & Conditions for Events and Functions

- 1.** Generally there is no right to refund or exchange on any tickets purchased, except as required by law.
- 2.** When refunds or exchange of tickets are permitted, the customer will be charged a refund fee of 5% of total sale price. In the event a refund is issued, monies will only be refunded to the credit card or eftpos card that was originally used to purchase the ticket/s. When the purchase method was cash, monies will be refunded to the ticket purchaser only, on presentation of valid ID.
- 3.** Final guest numbers to be confirmed no less than 72 hours (3 business days) prior to the commencement of the function.
- 4.** The confirmed number will be the minimum number charged.
- 5.** Function charges must be paid in full 2 weeks prior to the event unless credit facilities have been agreed in advance.
- 6.** Any deposit is non-refundable and will contribute to the total cost of the function.
- 7.** The deposit is 10% of the minimum spend or \$300, whichever is greater.
- 8.** Confirmation of the function will only occur upon receipt of deposit by Salt House. The date will not be held without payment of a deposit.
- 9.** Payment of the deposit confirms the minimum spend.
- 10.** A change of date may result in a change of minimum spend.
- 11.** Any bookings on a public holiday incur a 15% surcharge.
- 12.** Any refunds relating to the event will incur a 5% processing fee.
- 13.** Any reserved space is available to the client until 4pm (daytime function) and 9pm (evening function) unless otherwise discussed and detailed on the event order. After this time Salt House reserves the right to release the area to other patrons.
- 14.** Arrival after the booked time may result in a delay in service of food due to other bookings. Please advise the venue if the group is going to be later than booked.
- 15.** If the party numbers drop on the day, Salt House reserves the right to reduce the size of the space reserved accordingly.
- 16.** No external food or beverage of any kind will be permitted into Salt House. Failure to adhere to this may result in the removal of the client and guests from the premises and could result in fines in accordance with the Queensland Liquor Act 1992.
- 17.** If opting for a food or beverage package, all guests must be included in the package.
- 18.** No provision is made for signage, theming, or decorations. This can be arranged at an additional cost.
- 19.** Any decorations organized must be removed on the night or by 12pm the following day.
- 20.** No confetti or confetti filled balloons permitted at Salt House.
- 21.** No responsibility is taken for any items left at the venue.
- 22.** Salt House is a non-smoking venue. Any guests smoking/vaping within the venue will be asked to leave.
- 23.** Any guests under 18 must be accompanied by their parent/guardian. Unaccompanied minors will be refused entry to the venue. All guests under 18 must leave the venue by 10pm.
- 24.** Guests agree to enjoy beverages at Salt House in a responsible manner. If any employee deems any behaviour to be inappropriate, we reserve the right to revoke any remaining beverages without refund.
- 25.** Harassment in any form is not tolerated at Salt House. Perpetrators will be removed from the venue and refused re-entry.
- 26.** Salt House reserves the right to assign an alternative area for the function should the designated area be unsuitable or unavailable due to weather or other issues.
- 27.** Salt House reserves the right to cancel an event, without liability, should we have reason to believe the function will affect the smooth running of the venue, its reputation or security.
- 28.** Entertainment is only permitted with prior approval by management.