



## TERMS & CONDITIONS

We welcome you to share our beautiful property for your special day.

### **AGREEMENT :**

The hirer, by making a booking to hire the premises at Wildwood at Kangaroo Valley, enters into an agreement with Wildwood whereby the hirer agrees to the terms and conditions of hire as detailed below. We will not accept liability for any damage or loss suffered by you due to unforeseen circumstances. You agree to unconditionally discharge Wildwood and its related bodies corporate from all liability and all claims and causes of actions whatsoever you may have.

### **QUOTES FOR VENUE HIRE :**

Prices quoted are valid for 21 days from initial date of inquiry.

### **DEPOSIT/BOND AND PAYMENT :**

To confirm and secure your booking we require a **deposit/bond** of **\$1500**. This bond is in addition to venue hire or catering and is **retained** in case of:

1. Cancellation
2. Change of mind
3. Excess cleaning or damage/breakages,

The deposit/bond applies to all bookings. If all is satisfactory, the bond will be refunded 7 days after your wedding.

The balance for venue hire, catering, and upgrades will be incorporated into a payment plan of 4 equal payments (Due: 12 months, 9 months, 6 months & 3 months from your wedding) Full payment is required to be settled no later than **3 months prior to your wedding**.

Our preferred method of payment is by Direct Debit into our nominated account as per your invoice. Wildwood reserves the right to cancel a function should outstanding payments not be paid in a timely manner as indicated above.

Catering is invoiced separately by Flavours of the Valley.

## **CANCELLATION/ RESCHEDULE POLICY:**

Due to the nature of weddings being pre-booked well in advance and the difficulty to replace these bookings, the following cancellation/reschedule terms apply.

### **Rescheduled Weddings**

Reschedule requests will incur a \$500 change fee + balance of new venue hire and catering fees if there has been a price increase since booking. One reschedule will be permitted, after which will be considered a cancellation. Reschedules will be considered cancellations if requested less than 12 months prior to wedding date.

### **Cancelled Weddings**

1. Bookings cancelled more than 12 months prior to original wedding date will incur **loss of deposit/bond**
2. Bookings cancelled between **9 and 12 months** prior to the original wedding date will incur a cancellation fee of **25%** of the **total booking value + deposit/bond**.
3. Bookings cancelled between **6 and 9 months** prior to the original wedding date will incur a cancellation fee of **50%** of the total booking value + **deposit/bond**
4. Bookings cancelled between **3 and 6 months** prior to the original wedding date will incur a cancellation fee of **75%** of the total booking value + **deposit/bond**.
5. No refund will be issued for bookings cancelled less than **3 months** prior to original wedding date.

In addition, Wildwood accepts no liability for any financial loss suffered by you or any guest should your wedding need to be relocated, postponed or cancelled, due to circumstances unforeseen or beyond our control. We recommend securing **wedding insurance** for your event.

## **VENUE HIRE - FRIDAY, SATURDAY, SUNDAY**

The venue is available exclusively for the entire day of your wedding **9am to 11pm** – the venue must be completely vacated by **11pm**. **Venue hire is for 8 hrs with ceremony** usually starting **from 3pm** and guest arrival from 2.30pm. If the venue is available, you are welcome to start your set up the day prior to your wedding. Please remove all decorations and left over drinks **before 10am** the day after your wedding.

## **VENUE HIRE - MONDAY TO THURSDAY**

The venue is available exclusively for the entire day of your wedding **9am to 10pm** – the venue must be completely vacated by **10pm (8pm for a daytime wedding)**. **Ceremony** starting time **from 3pm (midday for daytime wedding)** and guest arrival is permitted from 2.30pm. You are welcome to start your set up the day prior to your wedding. Please remove all decorations and left over drinks **before 10am** the day after your wedding.

## **VENUE HIRE - ELOPEMENT WEEKDAY WEDDING**

The venue is available for a maximum of **3 hours** for an elopement. Venue must be vacated and cleaned immediately after your wedding, by the time specified on your booking confirmation.

**BRUNCH** hire is for **2 Hours** from 11am – 1pm, and is available with our brunch catering package.

## **WEDDING DAY CO-ORDINATOR:**

Our wedding coordinator will oversee the smooth running of your wedding from set up to pack down and everything in between. The catering staff are not responsible for the running of your event or the set up, pack down or cleaning.

**We will not accept responsibility for deliveries in your absence.**

## **VENUE UPGRADES**

We are constantly improving the grounds and facilities at Wildwood. There may be some improvements after the time you book your wedding to the time of your actual wedding.

Acceptance of these terms and conditions acknowledges that these improvements cannot be modified.

## **ALCOHOL:**

If you are providing alcoholic beverages YOU are responsible for the well-being and safety of all of your guests. RSA accredited staff are included with your venue hire. Our specific alcohol policy is as follows:

1. RSA principles are to be adhered to at all times during the function.
2. Drinks/glasses are not permitted in the pre-ceremony and ceremony areas.
3. Food service must commence prior to the bar being opened.
4. **The supply and serving of spirits is not permitted.** (This is not negotiable – no exceptions!). Please do not give spirits as wedding favours. Guests who are unable to abide by this condition by bringing their own spirits will be asked to leave, and your **bond will be retained.**
5. No 'serve yourself' tubs of alcohol will be allowed – bar service only.
6. We require liquor service to cease **30 mins** prior to closing
7. **Drunken or abusive behaviour and drink driving will not be tolerated.** After one warning, drunk or disorderly guests will be asked to leave the property immediately. **Please provide the details of a nominated driver at the wedding who can drive these guests to their accommodation if necessary. The Wildwood bus will not transfer abusive or disorderly guests.**

## **TRANSPORT:**

On site parking is strictly limited to **25 cars** (including staff). The names of the guests who are driving are to be provided before your wedding. The parking attendant will check names as cars arrive. Council strictly forbids parking on the street and, as there is **NO TAXI** service or public transport in Kangaroo Valley, we require you to utilise a mini bus service if your wedding exceeds 50 guests. **Please refer to separate attachment for information about our mini bus service**

## **RISKS:**

Due to the nature of our unique bush venue, there are inherent risks associated with holding events here. Wildwood is not liable for any injury suffered by the hirer, attendees, agents or other persons invited by the hirer to the property. **Should you invite children to attend your wedding please ensure a responsible adult is allocated to supervise them at ALL times.**

## **SECURITY:**

We will have a representative onsite to ensure the smooth progress of your function and that terms and conditions are adhered to. This person will not be intrusive to your day.

## **VENUE STYLING AND FLOWERS :**

We will complete a basic set up of the pavilion according to your specifications. This includes table configuration, tablecloths, cutlery, crockery, glasses etc. **Flowers and personal decorations are not included** – our in house florist/stylist will happily assist you with this and has some very reasonable package options. If you prefer to DIY, you are welcome to do this prior to your wedding – no DIY ceiling installations are permitted due to WHS.

- Ceiling ladders are available for hire from us, by your florist, at a rate of **\$100 per ladder** (includes installation and dismantling, excludes greenery and florals). **Please advise your florist that bump in must be completed a minimum of 2 hrs prior to your ceremony and that all florals/greenery must be removed by them from site before 10am the next day.**
- If you are hiring **external tables and chairs/furniture**, we apply a **fee of \$400** for removal and storage of our furniture. Furniture must be onsite 2 days prior to your wedding (morning) to give us time to set up for your wedding.

**N.B. Pampas Grass** is a noxious weed and is not permitted for any floral styling at Wildwood. Please pass this information on to your florist/stylist.

**We allow TWO revisits to the venue, in order to assist you in designing the perfect day. We are available Mondays to Thursdays for re-visits, because weekends are busy with other events.**

## **CURFEW AND NOISE :**

Wildwood abides by council regulations and is respectful of our neighbours. We ask that music be played at a 'reasonable' level and reserve the right to request lower noise if we feel it is impacting on our neighbours. Speakers must be placed at the **North Eastern** (kitchen) end of pavilion and will be set within our noise limits prior to the wedding. We have a decibel counter on site and will monitor noise levels. Live music is restricted to **acoustic duos** (no drums or power) and DJ's, and must adhere to our strict guidelines (**minimize bass, 83Db** at speakers, noise level reduced when requested). Please carefully consider your music options before you make any decisions. **Loud** amplified noise is not permitted after **10.30pm** on Friday and Saturday nights and after **9.30pm** on weekdays and Sundays. **Please pass this information on to your DJ or acoustic duo, so they fully understand our conditions of use.**

## **CLEANLINESS and LEFT PROPERTY:**

We have a 'leave it as you found it' policy. Please advise your guests that, due to the beautiful natural environment in which we operate, only **eco friendly confetti** options are permitted. Toilets are provided for your use – the bush is not a toilet! Any guests found urinating in the bush will be asked to leave immediately. Please **do not discard flowers/greenery into the bush** at Wildwood or around Kangaroo Valley – please take with you to dispose. Any left property must be collected within 4 weeks or we will donate to charity.

## **SMOKING :**

Please be conscious that we are in a bush fire zone. Smoking is permitted in the designated smoking areas only. We will retain part of your bond if your guests choose not to smoke in the designated areas or not use the ashtrays, and our staff need to collect cigarette butts. You are welcome to pick up any butts in order to avoid additional fees

## CATERING AND HOSPITALITY:

**Flavours of the Valley** are the preferred caterers at Wildwood. Our catering service also includes setting your table with cutlery, crockery and napkins (supplied by Wildwood, or externally at other venues). Provision or placement of tables, chairs, tablecloths, table runners and other decorations are not included. Our service applies to food service only - we do not offer event coordination or management or a styling service. Our staff will depart at the conclusion of food service and kitchen clean up.

- As your caterers, quality is very important to us, so we do not allow any DIY food preparation (lolly/dessert bar excepted).
- Minimum guest numbers apply - **50 guests** for weekends and **30 guests** for weekday events
- Catering fee includes all wait staff, the appropriate number of whom will be determined by us. If a function runs overtime due to long speeches etc, we reserve the right to charge for additional staff hours. 10% surcharge is applied for Sundays/public holidays. We can also arrange bar staff if you wish (additional fees apply).
- Staff meals for other vendors (photographer, musician etc) are \$35pp.
- Menu options, estimated numbers, and a deposit are required at time of booking, with the remaining balance being included in a payment plan. Final numbers are required no less than 14 days prior to your function – we will invoice you for minimum numbers – any adjustment in payment for increase in numbers will be required 14 days prior to event. No refund will be provided after this adjustment. Payment for catering is independent of venue hire fee.
- Any dietary ALLERGIES will be required at least 14 days prior to function, otherwise there is no guarantee that special meals can be provided. We will send you a checklist for completion one month prior to your function.

## CATERING DEPOSIT AND PAYMENT:

To confirm and secure your catering booking we require a **deposit of 10%**. This deposit is retained in case of cancellation or change of mind. The balance for catering will be incorporated into a payment plan of 4 equal payments (Due: 12 months, 9 months, 6 months & 3 months from your event). Full payment is required to be settled no later than 3 months prior to your wedding with adjustments made 14 days prior. Our preferred method of payment is by Direct Debit into our nominated account as per your invoice. **Flavours of the Valley** reserves the right to cancel catering should outstanding payments not be paid in a timely manner as indicated above.

**CANCELLATION/ RESCHEDULE POLICY:** Due to the nature of events being pre-booked well in advance and the difficulty to replace these bookings, the following cancellation/reschedule terms apply.

## Cancellations

1. Bookings cancelled more than **12 months** prior to original date will incur **loss of 10% deposit**.
2. Bookings cancelled between **9 and 12 months** prior to the original event date will incur a cancellation fee of **25% of the total catering value + deposit**.
3. Bookings cancelled between **6 and 9 months** prior to the original event date will incur a cancellation fee of **50% of the total catering value + deposit**.
4. Bookings cancelled between **3 and 6 months** prior to the original event date will incur a cancellation fee of **75% of the total catering value + deposit**.
5. No refund will be issued for bookings cancelled **less than 3 months** prior to original event date.