



alice springs
**CONVENTION
CENTRE**

TERMS AND CONDITIONS

Confirmation

1. A function reservation will be regarded as confirmed only upon receipt of the initial security deposit, along with the completed and signed Terms and Conditions.
2. Progressive payments, based on a percentage of anticipated revenue, are payable in accordance with the Deposit Schedule.
3. If the Alice Springs Convention Centre is hired to manage ticket sales at 5% of the ticket price per ticket sold then these sales will be accepted in lieu of a deposit. However, if ticket sales do not reach the total charges of the Alice Springs Convention Centre then the signed party below will be responsible for payment of any outstanding charges 3 days prior to the event. If ticket sales exceed the total charges of the Alice Springs Convention Centre then payment of ticket monies received, after the charges of the Alice Springs Convention Centre have been deducted, will be made to the signed party below at the completion of the event.
4. Special conditions included in individual proposals/quotations override the Terms and Conditions.
5. A reservation will be held for 21 days, subject to confirmation, after which the booking will be released to be re-sold. If extra time is required for initial payment, please liaise with an Event Executive.

Deposit Schedule

1. For events booked more than six months prior to the event:
 - a. A deposit equivalent to 10% of the total estimated event charges (food, beverage, audio visual, and room hire,) will be required to confirm the booked space ten (10) working days post quote. An authorising signature on the Terms and Conditions will also be required via fax, (08) 8950 0300, or email.
 - b. A progressive payment equivalent to 40% will be required six (6) months prior to the event, bringing deposits held to 50% of estimated event charges.

- c. A progressive payment equivalent to 25% will be required two (2) months prior to the event, bringing the total deposit received to 75% of estimated event charges.
- d. An authorising signature is required, return faxed to (08) 8950 0300, or via email, on the Event Order, confirming all details, twenty one (21) working days prior to the event date.
- e. Final numbers and payment of remaining balance will be required three (3) working days (Monday to Friday) prior to the event date.

2. Events booked less than six (6) months prior to the event:

- a. A deposit equivalent to 50% of the total estimated event charges (food, beverage, audio visual, and room hire) will be required to confirm the booked space twenty one (21) working days post quote. An authorising signature on the Terms and Conditions will also be required via fax, (08) 8950 0300, or email.
- b. A progressive payment equivalent to 25% will be required two (2) months prior to the event, bringing the total deposit received to 75% of estimated event charges.
- c. An authorising signature is required, return faxed to (08) 8950 0300, or via email on the Event Order, confirming all details, fourteen (14) working days prior to the event date.
- d. Final numbers and payment of remaining balance will be required three (3) working days (Monday to Friday) prior to the event date.

3. Events booked less than two (2) months prior to the event:

- a. A deposit equivalent to 75% of the total estimated event charges (food, beverage, audio visual, and room hire) will be required to confirm the space booked. An authorising signature on the Terms and Conditions will also be required via fax, (08) 8950 0300, or via email.
- b. An authorising signature is required, return faxed to (08) 8950 0300, or via email on the Event Order, confirming all details, fourteen (14) working days prior to the event date.
- c. Final numbers and payment of remaining balance will be required three (3) working days (Monday to Friday) prior to the event date.

Payment

1. The company/organisation represented by the Terms and Conditions signatory is liable for payment of all charges associated with the event.
2. Full prepayment of all charges associated with the event (food and beverage, audio visual, and room hire-venue) is required by noon, three (3) working days

(Monday–Friday) prior to commencement of the event [based on final guaranteed numbers confirmed at three (3) working days prior to the event date].

3. Credit facilities may be made available to companies subject to receipt of a Credit Application twenty–one (21) days prior to commencement of the event and subsequent approval of this application.
4. Clients with approved credit arrangements agree to pay the account balance within seven (7) days of completion of the event.
5. Credit Card payments will only be accepted if the total of all charges for your event comes to \$2,000 or less.
6. A 25% surcharge on Public Holidays will apply to all charges associated with the event (food and beverage and room hire). A labour charge, if the event is utilising outside contractors or suppliers on a weekend day, may also apply.
7. All charges associated with the event are subject to any government charge that may be applicable at the time.

Function Room Allocation

1. The Alice Springs Convention Centre reserves the right to assign an alternative function room where the original room is inappropriate or unavailable due to circumstances beyond the control of the Alice Springs Convention Centre.
2. Should attendee numbers decrease from numbers advised at the time of confirmation, it is at the discretion of Alice Springs Convention Centre Management to reallocate an event to a more appropriate function space.
3. The client may reduce its function space allocation up to 4 months prior to the event without penalty. After this, function space reductions will be accepted, however, venue hire as agreed at three (3) months prior will apply unless space is resold.
4. The client agrees to commence its event at the scheduled time and agrees to have its personal members, guests and invitees vacate the designated event space at the closing hour indicated.
5. If the client breaches condition 4 above, the client will be liable for extra charges. A surcharge equivalent to half day venue hire is applicable for the period thereafter. For all events that continue after midnight a \$1000.00 surcharge will apply. An event held on a Public Holiday is subject to a 25% surcharge (as indicated in Payment clause 6).

Catering/Beverages

1. The Event Order confirming all final details including menu choices, floor plan, schedule, etc; is required to be returned complete with authorising signature twenty one (21) working days (Monday to Friday) prior to the event.

2. Special dietary requirements of any attendees should be supplied, where known, fourteen (14) working days (Monday to Friday) prior to the event so that an alternative meal can be found and details noted in the Event Order.
3. Minimum guaranteed numbers are required by noon three (3) working days (Monday–Friday) prior to the date on which the event commences. Should guaranteed numbers not be received, the account will be calculated on the basis of the attendee numbers indicated on the Tax Invoice/Quote.
4. The Alice Springs Convention Centre reserves the right to provide all catering on the premises. No food or beverage may be brought into the Alice Springs Convention Centre for consumption before, during or after a function.
5. The Alice Springs Convention Centre enforces responsible service of alcohol.
6. Quotations for events are based on the understanding that should numbers attending your event decrease by 10% or more from the original numbers advised, additional charges may be incurred and the event could be moved to a more suitable venue at the Alice Springs Convention Centre Management's discretion.
7. Under the Liquor Licensing Laws of Northern Territory, event staff are under an obligation to ensure patrons do not become intoxicated. It is your responsibility to ensure all attendees behave in an orderly manner during the event and do not breach our obligations. Age restrictions may apply to certain areas (children are required to leave the venue by 11.59pm). The Alice Springs Convention Centre Management reserves the right to remove any patron they deem intoxicated.

Security and Conduct

It is required by the Alice Springs Convention Centre that Event Organisers accept responsibility for the orderly conduct of attendees and contractors. If the Alice Springs Convention Centre should have any reason to believe an event will adversely affect the smooth running of the Alice Springs Convention Centre's business, its security, or the good reputation, it reserves the right to cancel the event. Should we consider it necessary, arrangements for special security will be organised at the client's expense. We will advise of any additional charges.

Convention Centre and Hotel Property

1. Banners, signs and/or posters may NOT be attached to any surface of the Alice Springs Convention Centre without approval from the Event Executive. Signage of the Alice Springs Convention Centre is NOT to be obscured or covered in any way.
2. Prior permission is required to use the Alice Springs Convention Centre name and/or logo in print and/or audiovisual display. The Alice Springs Convention Centre, prior to publication, must approve artwork.
3. Any loss or damage to property/equipment belonging to the Alice Springs Convention Centre by the organiser, their guests or contractors before, during or after the event is the financial responsibility of the Company/Organisation represented by the Terms and Conditions Signatory.

4. Telephone line facilities are available in all conference areas, please request a Telephone Line Connection Form if you require this service so correct charges can be made.
5. General and normal cleaning is included in the cost of the venue hire. You may incur additional charges in instances where an event has created cleaning requirements that are considered by discretion of the Alice Springs Convention Centre Management to be over and above normal cleaning.

Exhibitions

Exhibition companies are responsible for transport, set up and dismantling of their equipment and displays in accordance with our health and safety codes. The Alice Springs Convention Centre loading dock may be used when transporting equipment. Delivery and collection times are to be arranged fourteen (14) working days (Monday-Friday) prior to the event and are subject to space availability. Proposed display plans are requested fourteen (14) working days (Monday to Friday) prior to the event.

Basis of Agreement

In consideration of the Alice Springs Convention Centre holding the event on the Alice Springs Convention Centre premises, or off-site, the company/organisation represented by the Terms and Conditions signatory hereby releases and discharges the Alice Springs Convention Centre from all liability or loss (including indirect, special or consequential loss or damage together with all related legal and other costs) arising from damage or loss (whether as a result of negligence or otherwise) to any property brought on to the Alice Springs Convention Centre premises.

Client Responsibility

1. The Alice Springs Convention Centre does not accept responsibility for damage or loss of any goods brought to the Alice Springs Convention Centre before, during or after an event. It is the organiser's own responsibility to arrange adequate insurance to cover such potential damage. All goods must be recovered from the Alice Springs Convention Centre premises or storerooms no more than 48 hours after the event.
2. The organiser should ensure that all goods/packages being delivered to the Alice Springs Convention Centre are adequately marked with the Event Name, Company Name, start date of the event, the Alice Springs Convention Centre Event Executives name, and the sender's name and contact number. Packages to be collected after the event should be sealed and properly addressed, again with the sender's name, company name and number. Please request a Delivery Form. It is at the organiser's expense that these goods are delivered and sent on.
3. The Alice Springs Convention Centre reserves the right to change the Terms and Conditions, prices and menus without notice.
4. At no time will the client commit any act or permit its employees, agents or invitees to commit any act that is illegal, excessively noisy, offensive, or is in breach of any statutes, by-laws, orders regulations or other provisions having the force of the law

including but not limited to the Alice Springs Convention Centre Liquor License and Fire Regulations.

5. Smoke machines, special balloon effects, outdoor pyrotechnics or other special effects must not be operated without prior authority from the Alice Springs Convention Centre. Written advice must be forwarded to the Alice Springs Convention Centre twenty one (21) working days (Monday to Friday) prior. Additional fees are associated with various operational requirements and will be quoted upon application. Should the Fire Brigade respond to an alarm caused by unauthorised usage of such effects, the company/organisation represented by the Terms and Conditions signatory will be liable for any charges incurred by the Alice Springs Convention Centre. Appropriate authorisation and license must be forwarded and placed on the file to be held by Alice Springs Convention Centre. Indoor pyrotechnics must not be operated at any time.
6. Should clients engage external contractors direct, it is the responsibility of the company/organisation represented by the Terms and Conditions signatory to ensure that the contractors comply with the Alice Springs Convention Centre's grooming and professional behaviour standards. Contractors who fail to do so will be asked to leave the premises. A list of the names of external contractors with contact details is to be forwarded to the Alice Springs Convention Centre twenty one (21) days prior to the event.

External Audio Visual Contractors

1. Whilst clients are welcome to engage external audio visual companies to provide their conference needs, Alice Springs Convention Centre strongly suggests the client pay for a **"Venue Technical Representative"** (from the in-house contractor) for four hours during Audio Visual bump-in and four hours during Audio Visual bump-out. In addition an authorising signature on the External Audio Visual Terms and Conditions will also be required via fax, (08) 8950 0300, or email.
2. The purpose of the Venue Technical Representative is to protect and provide information regarding the venue and patch panels. They will provide any other supervisory assistance required but will not operate as a part of the external contractor's crew.
3. The engagement of a Venue Technical Representative does not entitle the external contractor to access any of the internal contractor's equipment or consumable products.
4. The External Contractor (or representative) must allow sufficient time and provide sufficient Audio Visual staff in order to bump-in and setup all equipment necessary. This must take place without hindrance to Alice Springs Convention Centre Operational staff or the conference schedule.
5. Access time to the venue is by way of negotiation with Alice Springs Convention Centre's Management. Alice Springs Convention Centre expects that the Audio Visual bump-in and bump-out access will be paid by either the external contractor or the conference client. Audio Visual setup can in no way be allowed to interfere with or obstruct Alice Springs Convention Centre staff from carrying out their duties.

Cancellation

In the event of a function cancellation, notice must be received in writing and the following terms are applicable:

PERIOD	CANCELLATION FEE
More than 180 days prior to the event	Deposit will be refunded in full.
180-91 days prior to the event	Equivalent to 10% of the total estimated function charges, less the deposit paid, (including food and room hire charges) and based on the numbers advised at the time of reservation.
90 – 31 days prior to the event	Equivalent to 50% of the total estimated function charges, less the deposit paid, (including food and room hire charges) and based on the numbers advised at the time of reservation.
30 – 15 days prior to the event	Equivalent to 75% of the total estimated charges, (including food and room hire charges) and based on the numbers advised at the time of reservation.
Less than 15 days prior to the event	Based on numbers advised at the time of the reservation, cancellation fee comprises: 100% of all food, 100% of all room hire charges, 100% of any additional expenses such as flowers/decorations, equipment hire, external supplier's services etc.....

Privacy Policy

In accordance with the Alice Springs Convention Centre's privacy policy, details of your event will not be advertised without your express permission. These details if released may be advertised in trade publications and other media promotions in relation to the event and the Alice Springs Convention Centre.

Please indicate below if you give the Alice Springs Convention Centre your permission to release your details.

Signed Acceptance

By signing this form, I understand and accept the quotation/proposal and the Terms and Conditions (*including deposit schedules and cancellation charge policies*) and that all information pertaining to the event will be provided in accordance with the Terms and Conditions.

Event Name and Dates

Company/Organisation

Quote Reference

Signature

Name (please print)

Date

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| YES | I give the Alice Springs Convention Centre permission to post details of the event on their website under the Events Calender and on the Alice Springs Convention Centre Facebook page during the event for promotional purposes. |
| NO | I do not give the Alice Springs Convention Centre permission to release details of this event. |