



## **TERMS AND CONDITIONS**

### **Payment Details and Terms**

To secure your booking, we require a non-refundable security deposit of 20% of the total account. Full payment must be made two weeks prior to your event, and final guest numbers must be confirmed one week prior. Any additional costs incurred on the day of the event must be settled on the day or invoiced afterwards. Payments made by cash, direct debit, or bank cheque incur no surcharge. A 1.6% surcharge applies to Visa or Mastercard payments, and a 2.55% surcharge applies to Amex payments.

### **Confirmation of Guests**

Final guest numbers must be confirmed no later than 14 days prior to the event to ensure adequate preparation and staffing. Dietary requirements must be confirmed no later than 7 days prior to the event.

### **Food Allergies**

Please notify us of any guests with food allergies when confirming final numbers. While the chef and kitchen staff will do their utmost to accommodate these requests, we cannot guarantee the absence of traces of specific foods, as our kitchen uses a wide variety of ingredients daily.

### **Alcohol and Responsible Service of Alcohol**

Edelwyss Bistro & Bar staff will operate in accordance with VIC Responsible Service of Alcohol regulations. Please note that no BYO beverages are permitted.

### **Cakeage**

A cakeage fee of \$5 per guest applies. Any cake or similar items must be communicated to us prior to the event.

### **Decorations and Equipment**

All decorations and equipment you wish to bring to the venue must be discussed and approved by our events manager in advance. Any items brought by you must be removed from the venue by the end of the event.

### **Cleaning Fee**

A cleaning fee may be charged at management's discretion if the restaurant premises are left in an unacceptable state.

### **Damages**

Edelwyss Bistro & Bar accepts no responsibility for loss or damage to any property brought into the venue by you, your guests, or anyone you hire. You are liable for any damage to the venue or its contents. No items may be affixed to any surface of the venue.

### **Public Liability Insurance**

Edelwyss Bistro & Bar holds public liability insurance; however, all external suppliers must have their own insurance, as our public liability insurance is specific to our venue and its fit-out. Edelwyss Bistro & Bar is not responsible for any harm or damage to guests caused by equipment, styling, décor, furniture, or goods from external suppliers.

Website: [edelwyss.au](http://edelwyss.au)

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Contact us (03) 86574991