

GLASSHOUSE  
MORNINGSIDE

Terms & Conditions

# Definitions

## The Service

Refers to use of Glasshouse catering and all associated services provided for in your specific contract and defined by the 'occupancy' for your event, also known as but not limited to 'booking' and 'Event Management'.

## Occupancy

The number of guests provided for in your contract. Occupancy only relates to the contract holder and their guests and does not include any service staff  
A month or one month is 4 weeks

## Force Majeure

A force majeure event can be defined as, but is not limited to, epidemics/pandemics, acts of God, and or any restrictions which the Government mandate as a result of any emergency response plan, either nationally or specifically for the Auckland region which prevent Glasshouse providing the service.

# Confirming a Booking

- Once Terms and Conditions have been signed, a 50% deposit and the Event management fee of \$1000 is required within 7 days to secure your booking and is non refundable under any circumstances.
- One week from your event date, the remaining 50% is due and non refundable under any circumstances.
- If payment is not made by the due date, Glasshouse reserves the right to cancel booking without providing notice.
- All final food and beverage costs and choices are due one week before the event date.
- All final numbers are due two weeks before the event date
- Venue hire is from 10am - midnight unless previously discussed with 8 hours of actual event time.
- Details of a valid credit card will be required prior to attending your event as cover for breakages, on consumption beverage charges and or any other recoverable costs (such as additional attendees) not invoiced and paid for prior to your event. .

# Cancellation Terms

- Glasshouse reserves the right to refuse all services if any invoices are outstanding on the day of the event.
- The deposit is non-refundable if the booking is cancelled.
- The booking is non-transferable.
- Once a booking is confirmed, Glasshouse Events does not allow postponements of event dates. A postponement of the event is considered a cancellation and any and all payments made is non-refundable.
- Glasshouse does not postpone events except in the case of a force majeure event where the services can not be provided. This is covered below in the force majeure clause.
- In the event of a cancellation, all reasonable expenses, such as those paid for on behalf of the client (for example external furniture hire), will be charged to the client including an administration fee. .

# Force Majeure

- If a force majeure event prevents Glasshouse from providing the service on the date booked, Glasshouse shall, without limiting its other rights, provide a credit of any payments made to be used on a mutually agreed alternative date within a 12 month period of the initial event date.
- Standard terms and conditions apply once an alternative date is confirmed.
- Glasshouse reserves the right to adjust the contracted food, beverage, service hire ware and staffing costs in the event of a postponement under a Force Majeure event.
- Should a Government mandate for nationwide or Auckland specific restriction(s) be put in place, Glasshouse will still require the hirer to proceed with their event if:
  1. Their contracted attendee numbers are permitted by the Government's restricted occupancy levels at the time of their event
  2. Glasshouse can comply with all operating standards detailed by the Government
- Should any restrictions be put in place within 7 days of your event, which prevent Glasshouse from performing the service, you will be required to meet the reasonable costs incurred by Glasshouse as a result of the restrictions. Specifically, any third party expenses Glasshouse has incurred on your behalf, such as hire ware and service ware cancellation or booking fees, and any expenses for perishable items purchased specifically for your event. Evidence of these expenses will be provided in the form of the original invoices.
- Please note - Glasshouse requires all participants to be in Auckland at the time of the event. A postponement will not be permitted should the client or family/friends/attendees not make the quarantine time restrictions put in place by the Government.

# Health and Safety

- Glasshouse takes no responsibility for any theft/damage/loss of property to the client or event attendees.
- The Contractee is to provide a safe working space for Glasshouse events to provides its services
- Glasshouse Events will provide all liability and health and safety documents on request as per government legislation

# Staffing, Beveraging & Catering

- Final staffing costs are charged on actual time worked. There may be an additional invoice for staffing post event.
- Any hire ware and Glass ware breakages/damages are the responsibility of the client and will be on-charged post event.
- Pricing and items are subject to seasonal change on Glasshouse beverage list.
- If a Glasshouse Events beverage option is chosen, a \$1000 minimum spend is required
- Final numbers for the event will be confirmed one week before, and based on final numbers on the night (whichever is larger).
- Any guest found bringing their own alcohol to a Glasshouse Events contracted event with out prior agreement will be removed in accordance to the sale and supply of alcohol act 2012.
- Glasshouse Events reserves the right to refuse alcohol service in all circumstances if a guest or client of the event is to be found intoxicated