



Group Booking Information & Terms & Conditions

Credit Card Details

For groups of 20+ or more guests credit card details are to be provided to secure the reservation. The card will not be charged upon booking. A \$10 per person cancellation fee will be charged to the card on file in the event of:

- Cancellation of the reservation within 24 hours of the booking
- Any non- arrivals

It is the organisers' responsibility to ensure the booking is up to date with final numbers in attendance at least 24 hour prior to the reservation. Any non-arrivals will incur the \$10pp cancellation fee. All bills must be settled in full upon conclusion of the dining. Please note we do not split bills (one bill per table); however they do come fully itemised.

For 'special' dates/events you may be required to pay the entire menu/package price in advance (like a ticketed event).

Special Dates/Events

NYE, Australia Day, Valentine's Day, Easter, Anzac Day, Mother's Day, Father's Day, Melbourne Cup, Christmas & local Festivals. Minimum five (5) days cancellation notice or deposit (ticketed/ set menu/ package) price is lost.

Prepayments for special events are non-refundable. If a booking is cancelled by you outside of the five day cancellation period, the prepayment will be issued as a gift voucher or may be used for an alternate booking date.

Banquet Menus

For parties of 20 guests or more you may select one of our affordable and popular Banquet menus. Your selection is due 7 days in advance of your reservation. We welcome all parties to order a banquet menu for ease and speed of service. The entire table must dine on the same course selection. Please be aware of the variety of serving styles available. The Feast Menu is served 'family style' on platters and placed in the centre of the table, all other menus are served alternating to the group. Should you request a 'choice' menu a further \$4 per person will apply.

Please notify us of particular special requests prior to your party date, including, dietary requirements, children's meals and cakes (**cake-age is payable at some Rockpool Dining Group venues**). Please note as we operate and prepare food in a commercial kitchen we cannot provide any guarantees against allergic reactions to diners.

Bar Bookings

Bar Bookings can be made any time for parties of 8+. Your credit card will be required to secure all bar bookings. If you cancel the reservation within 24hours or do not arrive for your reservation, that card will be charged \$10pp.

We are a fully licensed venue and therefore do not accept BYO.

Children (Minors)

Please let us know if there are minors within your group. We are a fully licensed venue operating in accordance with the principles of Responsible Service of Alcohol Laws, which are Law in NSW/QLD.

Please note minors must be accompanied by a parent or legal guardian at all times and may not be seated at the bar. The parent or legal guardian is responsible for ensuring that no alcohol is consumed by / bought for the minor. We require minors to depart premises by 10.00pm (22:00). In accordance with liquor licensing law, the manager on duty is authorised to determine if a person is a responsible adult.

Photo Proof of Age Identification will be required for entry. Patrons may be asked to show legal proof of age at any time. All minors in attendance at UPG venues may be required to wear identification (i.e. Coloured wristbands or a t-shirt) to differentiate them within a group of people on licensed premises.

Card Processing Fees

ALL Credit Card Transactions incur a 1.0% Surcharge.

ALL Debit Card Transaction incur a 0.5% Surcharge.

ALL EFTPOS no charge

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