



Welcome from the management and staff. Our aim is to make your stay as comfortable as possible, therefore, a range of information, guest services and amenities is listed below.

AIR CONDITIONING

River Room - (small function room) Switch and Thermostat controls are located on a panel in the main foyer on the wall on the left-hand side of the entrance to the bar/cocktail lounge.

Tamar Room - (large function room) Switch and Thermostat controls are located one metre left of the window on the right-hand side of the room.

CATERING

Coffee or Tea on arrival - served on the buffet cabinet at the rear of the function room

Morning and Afternoon Teas - served on the buffet cabinet at the rear of the function room.

Lunches - served in the bar/cocktail lounge area depending on numbers or in the courtyard adjoining the Tamar room, weather permitting.

CONFERENCE EQUIPMENT

All equipment requested has been placed in the function room and is included in the hire of the function room, including internet access.

BUSINESS REQUIREMENTS

A photocopier and fax machine are available at reception. A charge is applicable for these services. Please inquire at reception.

WIRELESS INTERNET ACCESS and TELEPHONE (Available by prior arrangement.)

Internet access and local telephone calls are included in the room hire, however national and international calls are not included in the room hire. Please enquire at reception.

To connect to the internet, a username and password is required. Please inquire at reception.

To obtain an outside telephone line dial 0 before your number. For reception dial 9.

Telephone Conferencing available and Telephone has inbuilt speaker phone.

FIRE EVACUATION

In case of fire, please follow instructions given; exit the building via EXITS as shown on the attached plan; assemble in the allocated EMERGENCY ASSEMBLY AREA in the rear CARPARK; remain in the assembly area until all clear is given.



Function/Conference Room Booking Terms & Conditions

Booking: - Comfort Inn All Seasons will hold your booking for a period of 14 days after your reservation has been made. To secure your reservation return the booking slip with a deposit of \$200.00. You will be issued a receipt and confirmation of your reservation.

Confirmation of Booking: - Bookings are confirmed only when a deposit has been paid and Terms and Conditions agreed to in writing. Management reserved the right to cancel the booking and allocate the venue to another client in the event that the deposit is not received within 14 days of the confirmation.

Guaranteed Minimum Number of Guests: - the minimum number of guests attending is required 2 days prior to the event. This will be regarded as the minimum number for catering purposes. From this date numbers may only be increased, and you will be charged for the actual numbers attending the event, should they be greater than the guaranteed number.

Choosing Your Menu: - To allow the necessary time and thought to assist you to meet your requirements, we ask you for at least 2 working days notice, of choice of menu. Due to seasonal changes our menu may vary.

All conference/function food and drinks are to be supplied by this establishment and consumed in the designated areas of the property.

Surcharge: - 15% surcharge of total account applies on Public Holidays and Sundays

Cancellation Policy: - Cancellations must be notified in writing and refunds will be based on the following:

- Deposit will be refunded in full if cancelled 90 days prior to the event.
- Notification of a cancellation more than 60 days prior to the event will result in a full refund if the room is re-sold. More than 30 days but less than 60 days, 50% deposit refunded if the room is re-sold or if we have had to outlay any expenses up to this time that amount will be deducted from the deposit. Unfortunately, there can be no refund of deposit if less than 30 days' notice is received.
- If the function is postponed the deposit will be held in trust and applied to the future function.
- Management reserves the right to charge for full room hire and catering costs for cancellations 5 days or less.

Payment: - is to be made in full for all catering costs 48 hours prior to the event and any bar cost or other guest's cost paid in full, at the conclusion of the event unless prior arrangements have been made. In the event that a 7-day account has been approved and payment is not received within 30 days, management reserves the right to add interest charges to the account at the rate of current bank overdraft interest.

Price Variations: - The prices quoted are valid as of **1st of January, 2022**
Whilst endeavouring to maintain these prices if they are affected by substantial increases in costs, they are subject to change at the manager's discretion. All prices quoted include GST.

Insurance: - Comfort Inn All Seasons and its staff will take all care but accepts no responsibility for damage or loss of any property left on the premises prior to, during or after the function by your employees, agents, contractors, or guests. As our client you are responsible for any damage to the property of Comfort Inn All Seasons or any other damage, loss or injury caused by your employees, agents, contractors, or guests.

Smoking: - is not permitted in the function room, bar or restaurant.

Responsible service of Alcohol: - We abide by the responsible service of alcohol act and therefore will not provide alcohol to any person under the age of eighteen (18 or to any person displaying any signs of intoxication. Persons who cause a nuisance will be asked to leave the premises. Failure to leave when asked will result in the police being called. We expect your co-operation with the control of the behaviour of your guests to ensure that everyone enjoys the event.

Persons under the age of eighteen (18) are not permitted in the bar area at any time even if accompanied by an adult. Alcohol cannot be consumed outside the designated areas, or in the main entrance foyer and can only be supplied by this establishment. You and your guests are requested to have consideration for the comfort of other guests of the motel and keep noise levels to a minimum whilst on the premises and when leaving.

Miscellaneous: - strike, lockout, fire, water damage, delivery restrictions or other circumstances outside the control of Comfort Inn All Seasons which make it impossible for the Motel to fulfill the agreement, entitle the Motel to cancel the arrangements without any responsibility to reimburse indemnification or any other compensation to the customer.

Date of Function/Conference: _____

Contacts' Name: _____ Signature: _____

Date: _____

301 RIVER STREET BALLINA NSW 2478
PH: 02 6686 2922 FAX: 02 6686 4012
Email: reservations@ballinacomfortinn.com



DATE of FUNCTION: **Type of Function**.....

Arrival Time **Departure Time**.....

GROUP NAME:

ADDRESS:

ACCOUNT DETAILS:

CONTACT PERSON: **TELEPHONE:**

EMAIL: **FAX:**

A deposit of \$200.00 – is required to secure the venue. The deposit must be received within 7 days on confirmation of the booking. **Cancellations or amendments may incur a \$200.00 fee.**

PAYMENT DETAILS

Title: Mr/Mrs/Ms **NAME:** _____

COMPANY _____ **POSITION:** _____

CARD TYPE: **VISA** **MASTERCARD** **AMEX** **DINERS**

CARD NUMBER _____ **EXPIRY** _____ **CVV** _____

NAME ON CARD: _____

SIGNATURE: _____ **DATE** _____

Please note: A surcharge of 2.5% applies to payments wade with Amex and Diners card

I have read and accept the above Comfort Inn All Seasons Function Centre Terms & Conditions Form.

Signed _____

Catering requirements (minimum of 15 attendees)

Tea/Coffee.....**Time**..... **M/Tea**.....**Time**..... **Lunch**.....**Time**.....

Aft/Tea**Time**..... **Dinner****Time**..... **Snacks**..... **Time**.....

Number guests/delegates..... **Number requiring accommodation**.....

