

Event Terms & Conditions

These Terms & Conditions apply to all party packages, corporate events, social functions and venue hire bookings at Full Monty's, unless otherwise agreed in writing.

1. BOOKING CONFIRMATION & PAYMENT OPTIONS

- For standard bookings, a credit card pre-authorisation for the full estimated booking value is required through Now Book It as the booking guarantee. The pre-authorisation does not charge the card or hold the funds. It securely retains the card authority/details so Full Monty's can charge the final confirmed amount or release the authority.
- The booking is confirmed when the required pre-authorisation has been completed. If a customer requires an invoice, invoicing replaces the pre-authorisation process: a 50% deposit invoice is issued at the time of booking and a separate final-balance invoice is issued when final numbers are confirmed.
- Full Monty's will enter the booking after the customer confirms they wish to proceed. The booking is not secured until the required pre-authorisation has been completed or the 50% invoiced deposit has been received.

2. FINAL NUMBERS & PAYMENT

Bookings of 15 guests or fewer

- Final guest numbers must be received at least 4 days before the event. For standard bookings, Full Monty's will charge the card authority for the final confirmed amount. For invoiced bookings, the remaining balance must be paid by this deadline, unless otherwise agreed in writing.
- The confirmed guest number will be the minimum number charged.
- No refunds will be provided if guest numbers reduce after final numbers have been confirmed.
- Additional guests may be accommodated subject to availability. For standard bookings, Full Monty's will charge the card authority for the original booked amount and additional guests must be paid for at the venue. Invoiced bookings will be updated through Xero.

Bookings of 16 guests or more

- Final guest numbers must be received at least 7 days before the event. For standard bookings, Full Monty's will charge the card authority for the final confirmed amount. For invoiced bookings, the remaining balance must be paid by this deadline, unless otherwise agreed in writing.
- The confirmed guest number will be the minimum number charged.
- No refunds will be provided if guest numbers reduce after final numbers have been confirmed.
- Additional guests may be accommodated subject to availability. For standard bookings, Full Monty's will charge the card authority for the original booked amount and additional guests must be paid for at the venue. Invoiced bookings will be updated through Xero.

3. FOOD & BEVERAGE

- Food included in each package is as outlined in the selected package.
- **Kids' Party** guests will choose their individual kids' meals on the day of the event.
- Bookings of 15 guests or fewer must confirm their food selections when confirming final guest numbers at least 4 days prior to the event.
- Bookings of 16 guests or more must confirm their food selections when confirming final guest numbers at least 7 days prior to the event.
- Additional food and beverages may be purchased during the event and will be charged at the applicable menu prices.
- No outside food or beverages may be brought into the venue, with the exception of celebration cakes by prior arrangement.



4. BAR TABS

- Bar tabs must have a nominated spending limit and authorised contact.
- Once the nominated limit has been reached, guests will be required to purchase their own beverages unless otherwise authorised.
- Full Monty's reserves the right to refuse alcohol service in accordance with the Sale and Supply of Alcohol Act 2012.

5 CANCELLATION POLICY

- Where a booking is cancelled **before the applicable Final Numbers & Payment deadline**, payments received **may be transferred to another booking date or converted to a Full Monty's voucher, subject to availability**.
- Where a booking is cancelled **after the applicable Final Numbers & Payment deadline**, any transfer, voucher or refund will be at the discretion of management, and Full Monty's reserves the right to **retain all or part of the payments received**.
- A failure to attend the event will be treated as a cancellation after the applicable Final Numbers & Payment deadline.
- For **Exclusive Venue Hire and Large Events**, where Full Monty's has reserved significant venue capacity, declined other bookings, committed staffing or ordered stock, management reserves the right to retain all or part of the payments received, regardless of when the cancellation occurs.
- If Full Monty's is unable to deliver your event due to unforeseen circumstances, customers will be offered the option to reschedule or receive a full refund.

6. ACTIVITIES

- All bowling participants must wear enclosed, non-marking footwear.
- Golf simulator bookings are limited to a maximum of six guests per simulator unless otherwise approved.
- Children under 14 years of age must be supervised by a parent or guardian at all times.
- Additional activities requested on the day are subject to availability and the applicable charges.
- While every effort will be made to provide all booked activities, Full Monty's reserves the right to substitute activities, relocate bookings or provide credits where equipment is unavailable due to maintenance or unforeseen operational issues.

7. DECORATIONS & SET UP

- Decorations are welcome but must be approved prior to the event.
- Confetti, glitter, nails, screws, staples and adhesives that may damage surfaces are not permitted.
- Candles, open flames, smoke machines and similar items are not permitted without prior approval.
- Access to decorate before your booking time must be arranged in advance.
- All decorations and event materials must be removed at the conclusion of the event unless otherwise arranged.

8. EVENT OPERATIONS

- Activities, room allocations, menus and event timings may be adjusted where operationally required. Every effort will be made to maintain the agreed event experience.
- If guests arrive late, activity times may be reduced to accommodate subsequent bookings. The agreed finish time will remain unchanged.
- Functions are expected to start and finish at the agreed times. Additional charges may apply where bookings extend beyond the allocated time.

9. DAMAGES & LIABILITY

- The organiser is responsible for any damage, loss or excessive cleaning caused by their guests.
- The organiser agrees to reimburse Full Monty's for any associated repair, replacement or cleaning costs.
- Full Monty's accepts no responsibility for loss, theft or damage to personal belongings.

GUEST CONDUCT

- The organiser is responsible for the conduct of their guests throughout the event.
- Full Monty's reserves the right to refuse entry or remove any guest whose behaviour is unsafe, abusive, intoxicated or disruptive.



11. RESPONSIBLE SERVICE OF ALCOHOL

- Full Monty's complies with the Sale and Supply of Alcohol Act 2012.
- Management reserves the right to refuse service, request identification or cease alcohol service where required by law.
- Where guest behaviour places staff, patrons or the venue at risk, Full Monty's reserves the right to end the event without refund.

12. FORCE MAJEURE

- Full Monty's will not be liable for any failure or delay caused by events outside our reasonable control, including severe weather, natural disasters, power outages, government restrictions or other unforeseen circumstances.
- Where possible, we will work with the organiser to reschedule the event or provide a suitable alternative.

13. ADDITIONAL TERMS

- For the purpose of these Terms & Conditions, a **Large Event** is any booking of **60 guests or more**, or any booking involving **exclusive venue hire**.
- Unless exclusive venue hire has been arranged, other areas of the venue will remain open to the public.
- External suppliers (including DJs, entertainers and photo booths) must be approved by Full Monty's prior to the event.
- Prices are quoted in New Zealand Dollars (NZD) and include GST unless otherwise stated.
- Prices are subject to change until the booking has been confirmed by completion of the full-value card pre-authorisation or receipt of the 50% invoiced deposit.

14. ACCEPTANCE

Completion of the card pre-authorisation or payment of the 50% invoiced deposit constitutes acceptance of these Terms & Conditions. If final numbers reduce before the applicable deadline, Full Monty's may reduce the amount charged to the card authority. If final numbers increase, Full Monty's will charge the original booked amount and the additional guests must be paid for at the venue.

