



Terms & Conditions

Event Catering Pre-ordering

- Pre-order must be confirmed a minimum of 21 days prior to booking date.
- Catering pre-order must be submitted on JotForm link provided or emailed to events@freedomshores.com.au 21 days prior to booking date.
- Full payment required 14 days prior to event via Direct Debit or Credit Card. Payment on the day is not accepted.
- Full refund on pre-ordered catering is available up to 14 days prior to the booking date.
- 'Northerlies Event Catering Menu' is available to pre-ordering only, for bookings over 40 people.
- 'Northerlies Event Catering Menu' available only for bookings at Northerlies Beach Bar & Grill, strictly not available for Freedom Shores Events or Weddings.
- Service times are to be confirmed prior to booking date, within allocated times available – depending on the menu.
- Please allow for sufficient time for guests to arrive before food service begins, as advised by coordinator.
- Strictly unavailable to change booked service times on the day.
- No substitutions or changes offered – Dietary options stated on menu.
- Northerlies reserves the right to cancel or amend the order.
- All menu items are subject to availability on the day. If unavailable the organiser will be notified as soon as possible, and an alternative option or refund will be issued for the unavailable item.
- 15% Public Holiday Surcharge applies.

Menu Information

- BYO is not permitted.
- Takeaway food will not be permitted.
- Takeaway Alcohol available to purchase from the Brasserie Bar on request, at the Managers discretion.

Northerlies Courtesy bus

- Limited availability, prebooking is now available via 0491203807.
- Door to door pick up service, available for Jubilee pocket, Airlie Beach, Cannonvale & Woodmark areas.

- We do not take departure bookings. First in best dressed policy at the Northerlies bus stop.
- Drinks are not permitted on the courtesy bus.
- Drivers reserve the right to refuse a ride or remove you from the vehicle.
- For large bookings, please book transport in advance or arrange alternative transport to ensure you and your guests arrive on time. Contact our coordinator for more information and options.

Taxi Receipts

- Cab Charge docket must be within 3 hours of bill payment on the same day
- Cab Charge docket must show the suburb of Woodwark on it
- The amount off the bill is whatever the Cab Charge docket says up to the amount of \$10. For example, if the docket is \$5, then \$5 will come off your bill, if the docket is \$20, then \$10 will come off your bill.

Cakes

- Cakes - you are welcome to bring a cake in for your special occasion.
- Please advise management on how the cake is to be stored on arrival.
- Serving of cake - we will not cut or plate cakes for you, however we can provide side plates and utensils upon request.

Decorations

- Please advise if you plan to bring decorations or table arrangements as some restrictions apply.
- Confetti, glitter and party poppers are not permitted. Any balloons must be removed by yourself and disposed of correctly at the end of the event.
- If booking an external vendor, pass on the Northerlies Event Managers details to coordinate set up.
- Vendors are required to hold their own Public Liability Insurance. Northerlies & Freedom Shores takes no responsibility for there set up, including damages.

Exclusive Venue Hire

- Full refund available up to 30 days prior to event date, after this period a 50% cancellation fee applies.
20% deposit required to secure booking date, full payment required 30 days prior to event date.
- Client is liable for any damages to the venue and/or accommodation.
- For Freedom Shores Resort Accommodation T&C's, please contact directly stay@freedomshores.com.au
- Refunds will be processed after up to 10 business days of scheduled date of function.
- Strictly no BYO permitted, Both Freedom Shores & Northerlies are licensed premises.

- Any remaining moneys left on a prepaid bar tab at the end of the event will not be reimbursed (Exclusive bookings only).

You agree to the following venue terms when making a reservation at Northerlies:

- Guests are strongly recommended to always carry photo identification on them.
- Guests believed to be minors that are not carrying valid photo identification can be asked to leave the venue.
- Under 18's are permitted under direct supervision of a responsible parent or guardian.
- The dress code at Northerlies Beach Bar and Grill is "smart casual". Shoes are required at all times. No workwear or high vis.
- The client shall conduct the event in an orderly manner compliant with the rules of the venue and in accordance with all applicable laws.
- Smoking is not permitted in outdoor eating areas, only in the designated & signed 'smoking area'.
- The client is liable for the actions of their invitee's and any damages or losses incurred. Any costs will be invoiced directly
- Any external vendors hired to set up onsite, are required to hold public liability insurance. Northerlies is not liable for vendors equipment
- Photos or video taken or shared on social media while at the venue is assumed safe to share on our socials unless advised otherwise

Booking Information and Conditions

- All bookings are subject to availability, cancellation, and change.
- Northerlies Cancellation or No-Show Policy: A Fee of \$20 p/p applies for bookings over 40 people, if less than 7 days' notice is provided (for non-exclusive, no hire fee reservations).
- Whilst we endeavour to do our very best to accommodate your seating requests, table arrangements may vary due to bad weather.
- Northerlies Reservations are limited to a maximum of 4 hours, depending on availability and arrival time.

Restaurant's Right

- The venue does not assume responsibility or liability for any loss or damage to any property belonging to the client, client's guest, or invitees.
- The venue also reserves the right to exclude or remove any undesirable persons from the event or the venue premises without liability.

The venue also reserves the right to cancel the booking if:

- The venue or any part of it is closed due to circumstances beyond the restaurant's control.
- The deposit (where applicable) has not been paid by the due date.
- The venue deems it unsafe to trade.

Responsible Service of Alcohol

- Northerlies Beach Bar & Grill, and Freedom Shores Management and Employees will at all times be bound to state licensing laws and liquor act.
- We ask that you are always courteous and respectful towards staff members and adhere to any directions given.
- Employees reserve the right to refuse service to anyone under state licensing law and liquor act.
- If one guest within a group is refused service for being unduly intoxicated or disorderly, we have the right to refuse service to all guests within the group.
- If a guest is refused alcohol for being unduly intoxicated or disorderly the guest or group may be asked to leave the property. Refusal to leave may result in fines issued by Queensland Police Service

Northerlies Beach Bar and Grill COVID Safe Plan

- Northerlies Beach Bar and Grill Management and Employees will at all times adhere to government COVID-19 regulations and will be updated regularly with all relevant information as it becomes available. A full overview of our COVID Safe Plan will be available upon request. This covers our policies on cleanliness and hygiene, physical distancing and responding to a COVID-19 infection.
- We encourage all guests to download the Federal Governments COVID Safe tracking app
- Upon arrival we are currently required by the QLD Government Regulations as of the 17th of December to sight your QLD Check in & Vaccination Certificate, for each person that enters the venue.
- We ask that you are always courteous and respectful towards staff members and adhere to any directions given re: social distancing and hygiene.
- Hand sanitiser and hand washing stations will be readily available to all guests, with signage clearly visible
- Please take note that everyone has an obligation to stay home while displaying any symptoms such as fever or coughing. Northerlies has the right to refuse service and will insist that anyone with these symptoms leaves the premises.

Northerlies Beach Bar & Grill and Freedom Shores Resort thank you for choosing to hold your event here and look forward to seeing on your special day.