



Freedom
SHORES



Northerlies
BEACH BAR & GRILL

Privacy Policy

1. Introduction

This Privacy Policy outlines how Freedom Shores, home of Northerlies Beach Bar and Grill ("we," "our," or "us") collects, uses, and protects your personal information when you interact with our venue located in Queensland, Australia. We are committed to safeguarding your privacy and ensuring the security of your personal information.

2. Information We Collect (via booking & newsletter platforms)

2.1. Personal Information:

- Name
- Contact information (e.g., phone number, email address)
- Reservation details
- We DO NOT hold any credit card details on file or on the premises.

2.2. Non-Personal Information:

- Log data (e.g., IP address, browser type)
- Cookies and similar technologies
- Device information

3. How We Use Your Information

We use the collected information for the following purposes:

- Making reservations
- Providing customer service
- Improving our services
- Complying with legal obligations
- Marketing and promotions (when opted into receiving marketing messages)

4. Data Security

We take appropriate measures to protect your data from unauthorized access or disclosure. We maintain reasonable administrative, technical, and physical safeguards to ensure the security of your information.

5. Sharing Your Information

We may share your information with:

- Service providers
- Legal authorities when required

6. Your Rights

You have the right to:

- Access your personal information
- Correct inaccuracies in your data
- Withdraw consent (if applicable)



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- Request data deletion
- Lodge a complaint with the relevant authority

7. Changes to this Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website, and the updated policy will be effective upon posting.

8. Contact Information

If you have questions or concerns regarding this Privacy Policy or your data, please contact us at admin@freedomshores.com.au

Terms & Conditions

1. Acceptance of Terms

By accessing or using Freedom Shores' services, you agree to be bound by these Terms & Conditions. If you do not agree to these terms, please refrain from using our services.

2. Reservation and Booking

2.1. We offer reservations for our restaurant and bar services. Reservations are subject to availability.

2.2. Cancellation policy: We require advance notice for booking cancellations. Please see event terms for special event & function cancellation policy.

3. Age Restrictions

You must be of legal drinking age in Queensland, Australia, to consume alcoholic beverages on our premises.

4. Code of Conduct

We expect all patrons to behave respectfully and responsibly while on our premises. We reserve the right to refuse service to anyone not adhering to our code of conduct.

5. Liability

Freedom Shores is not liable for any loss, damage, or injury that occurs on our premises, unless caused by our negligence.

The venue also reserves the right to exclude or remove any undesirable persons from the event or the venue premises without liability.

6. Intellectual Property

All content on our website and associated materials are the property of Northerlies Beach Bar and Grill. You may not use our intellectual property without prior consent.

7. Changes to Terms & Conditions



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We reserve the right to modify these Terms & Conditions at any time. The updated terms will be effective upon posting on our website.

8. Responsible Service of Alcohol

Northerlies Beach Bar & Grill, and Freedom Shores Management and Employees will always 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

9. Northerlies Beach Bar and Grill COVID Safe Plan

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 COVID19 infection. We encourage all guests to download the Federal Governments COVID Safe tracking app. 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 can ask anyone with these symptoms leaves the premises.

10. Contact Information

If you have questions or concerns about these Terms & Conditions, please contact us at admin@freedomshores.com.au



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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.
- 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.