

Waimarino Riverside Terms and Conditions

Hours of Operation

- Our hours of operation are as follows:

9am-10pm Sunday-Thursday

9am-12am Friday-Saturday

- For evening functions: last call at the bar at 11.30pm, music off and lights on at 11.45pm.
- All guests must depart from the venue by the determined finishing time or 12am at the latest.
- All site visits are by appointment only; this includes the set up and pack down of any function or event.

Bookings, Payments and Cancellations

- For weddings, a 30% deposit is required to secure your preferred date. 50% of the remaining total invoiced is due 60 days prior to the wedding date, with the remaining balance due 14 days before the wedding.

- For all other functions and events, a 50% deposit of the venue hire fee is required to secure your preferred date with the remaining balance due within 2 days of the function or event.

- Final numbers of guests must be confirmed with the Venue Manager in writing 30 days prior to the wedding date. Failure to do so will result in the last communicated numbers being taken as final.

- A tentative booking will be held for 2 weeks only, after which a deposit must be paid or the date will be released.

- Should any function or event be cancelled the following refunds will apply:

6 months or less: no refund of deposit

6-12 months: 50% refund of deposit

12 months or more: full refund of deposit

Health and Safety/ Damages / Theft

All clients and their guests use our venue at their own risk. We are not responsible for any injury to any person.

The legal capacity for our venue is 150 people; however we recommend a maximum of 120 people. All children under 12 years old must be fully supervised throughout the duration of a function or event. Children are welcome to use the trampoline, volleyball court and low-ropes course with full supervision of an adult over 16 years. We are not responsible for any loss or damage to goods, possessions or vehicles that may occur while on our premises unless caused by the wilful or negligent actions of a Waimarino Ltd employee.

We are not responsible for personal items of guests or the clients who have hired the venue. We generally store lost property for one month before it is donated to our local charity shop.

Any damages to goods supplied by Waimarino (tables, chairs, linen, toilet facilities, crockery, cutlery, glassware etc) will be subject to replacement costs that will be invoiced after the function or event.

All electrical equipment used onsite must be tested and tagged by a registered electrician.

We reserve the right to make changes and improvements to the property without prior consultation.

For health and safety and evacuation procedures, the venue manager who will explain these at the start of every function or event.

The Waimarino Adventure Park is a separate entity and has its own health and safety management system. If the client and guests are using the Adventure Park as part of venue hire, they will need to receive a H&S briefing provided by Adventure Park staff.

For evening venue hire, no guests are permitted access to the Waimarino Adventure Park after 6pm- it is strictly out of bounds.

Waimarino shall not be liable for any default due to any act of God, war, terrorism, strike, industrial action, fire, flood, storm or other event beyond reasonable control of us or the client.

Vendors/Service Providers

All vendors and service providers must be approved by the Venue Manager. Clients will be supplied a list of a preferred vendors, any exceptions to this must be approved in advance by the Venue Manager.

All vendors must report to the venue manager upon arrival.

Service providers are able to access our venue via our service driveway, which allows access through the Waimarino Adventure Park. This driveway is located at 64 Taniwha Place, where they can take the first driveway on the left that leads down towards the river and can park near the ramp that leads to the back door of the venue.

Venue hirers are also welcome to use the service driveway for dropping off decorations, beverages etc. We only allow a maximum of two vehicles to park down here at a time, and they must be parked off to the side and not in any main walkways.

Full contact details of suppliers must be provided to the venue manager at least 14 days before your function or event. Suppliers must consult with the venue manager before moving any furniture or equipment in the venue.

Music

Bands and DJ's are welcome in our venue, and we also welcome the use of hired speakers for music playlists. Music is permitted up until 11.45pm and 10pm if music is being played out on the front deck (we have close neighbours on all sides so the music must be moved inside after this time).

We do not allow the use of drums, stomp boxes, electric guitars or subwoofers in the venue.

All windows and doors must remain closed after 10pm to assist with containing the noise inside the venue. We do have air conditioning that can be turned on during this time if it gets warm inside.

Our venue manager or duty manager has the right to request that the volume be turned down at any time. If these instructions are not followed, the music will be turned off all together.

Catering

The client must provide substantial food for their guests, specifically when alcoholic beverages are being served.

We provide a basic commercial kitchen for licensed, mobile catering companies to use.

The caterers have access to the following: chiller, freezer, ovens, stove and cook top, bench space, sinks, dish sanitiser, knives, forks, spoons, side plates and dinner plates. We do not allow caterers to use our glassware, ice or personal items in the kitchen facilities.

The caterers must provide their own serving dishes, utensils and linen- we do not provide these. A food scraps bin is recommended.

Our venue staff serve beverages and assist with the overall running of the function or event, so the caterers will need to provide their own staff to serve and clear food. We can provide an extra staff member if required- we charge this at \$30 + GST per hour, per staff member. Extra staff must be arranged with the manager at least 4 weeks before the event.

The caterers are fully responsible for the cleaning of both the dishes used (our crockery and cutlery) and the kitchen facilities. We do endeavour to assist with the clearing and cleaning of dishes, however the overall responsibility does lie with the caterer.

The caterers are expected to take all of their equipment, rubbish and recycling with them when they leave.

Our kitchen facilities must be left in a clean and tidy condition (benches wiped, fridge cleared, floor swept).

Should you wish to take leftover food home with you, we highly recommend supplying the caterers with containers. We allow for food that is properly packaged to be left overnight in our chiller for collection the following day.

Any leftover food from any function or event that the client has not advised they wish to keep/take home will be discarded of.

Alcohol and Beverages

Waimarino is not a licensed venue. All clients will be required to apply and provide proof of a special liquor licence.

<https://www.tauranga.govt.nz/business/permits-and-licences/alcohol/alcohol-licences/special-licence> If this is not done Waimarino will be within their rights to cancel the event with no refund.

We only allow for beer, wine, cider and champagne/bubbles on our premises. Spirits, RTD's or liqueurs so these are not permitted at our venue under any circumstance.

BYO: the client hiring the venue is to supply the beverages for their guests, which are to be served from the bar. This includes an additional charge to venue hire fees of \$8 per adult guest. We supply our full bar facilities, glassware of choice, a bar person and a manager. For weddings and functions: our bar facilities will be open to guests post ceremony up until half an hour before the closing time of the wedding, however chilled water will be available throughout the entire duration of any event. This procedure allows for our bar staff to pack up our bar facilities while guests are able to enjoy their last beverages before departure.

Our manager and bar staff reserves the right to refuse service of alcohol to anyone who fails to provide the appropriate identification or is intoxicated. Our manager and bar staff also reserves the right to remove anyone from the premise who is intoxicated. We pride ourselves on being responsible hosts, and want all guests to enjoy their time with us.

Guests are not permitted to bring their own alcohol on site. It is the responsibility of the client to ensure all guests and suppliers are aware of this policy. A \$1,000 fine will incur for guests found with their own alcohol on our premises.

Drinking games such as beer-pong, shots, yardies etc are strictly prohibited- we are not a party venue.

Transportation

Our parking is shared with the Waimarino Adventure Park, so it is highly recommended that guests attending a function or event with us car-pool when possible. We do also have space for buses and vans to park along the roadside of the car park.

Any guests who are unable to use the stairs are welcome to use our service driveway to be dropped off outside the venue. Guests are welcome to leave their cars in our car park overnight if they wish, on the condition that they are removed before 10am the following morning. Please note that vehicles left in our car park overnight are done so at the owner's risk.

We do have a 20-seater minibus with passenger-endorsed drivers available as an add-on to a function or event. We charge a per-person surcharge for this service and we can drop off guests to three locations: Bethlehem Motor Inn, The Strand Tauranga or Coronation Park Mount Manganui. This will need to be arranged with the venue manager at least 14 days prior to the event.

Smoking – NOT PERMITTED

Vaping permitted outside of venue.

Decorations

Access to the venue for decorating/set up purposes must be arranged with the venue manager, who will advise of appropriate times. This is dependent on other bookings we may have the day before or after the function or event.

For weddings: a 6-hour period will be allocated by the venue manager.

For other functions and events: a 3-hour period will be allocated by the venue manager.

All decorations must be taken down at the end of the function or event, and can be collected the following morning if this has been arranged with the venue manager. Otherwise all decorations must be taken on departure.

We do not permit the use of the following at our venue: confetti, party poppers, fire lanterns, smoke machines, nails, pins, sticky-tape, picture hooks, staples or glue.

Any candles used in the venue must be contained inside a candle holder and must be no taller than 30cm.

Floral arrangements are welcome to be prepared at our venue, as long as the area is swept and tidied afterwards.

Balloons are welcome to be used as long as they are tied down- they cannot be floating around the venue as they may end up outside and, in the river, or surrounding trees.

For wedding ceremonies, we are happy for confetti to be thrown as long as it is organic- rice, rose petals, dried flowers.

Sparklers are permitted for use only in certain areas – the venue manager can advise where they can be used.

Cleaning

Venue hire includes a full clean conducted by our staff after your event, including the kitchen, bar and toilet areas.

We do provide rubbish and recycling bins for guests to use that are included in venue hire.

Excessive amounts of litter, cigarette butts, vomit etc will be subject to additional charges.

Some cleaning is required to be done once the function or event has concluded, which will begin at the time the event is finished and guests have begun departure.

These terms and conditions shall be governed by the laws of New Zealand and are subject to the jurisdiction of the courts of New Zealand.

The client agrees that Waimarino may amend these terms and conditions at any time, and notice will be provided by Waimarino to the client of any changes to be made.

Payment received by Waimarino from the client hiring the venue indicates the clients understanding and acceptance of these terms and conditions.