



UQBS Downtown Event Terms and Conditions

Bookings

Enquiry

On receiving an initial enquiry from a client and where a specific room for an event is discussed, UQ Business School Downtown will place a Tentative Booking on the room discussed for the client until such time as a quote for the event is prepared and forwarded to the client (usually within 2 working days).

Held Bookings

Once an Event Quote has been prepared and sent, the booking becomes a Quoted Booking and will be held for 5 business days. During this time the client must sign the Event Quote and return it by facsimile to University of Queensland Business School Downtown at facsimile number +61 7 3346 7199. Alternatively, a signed scanned emailed Event Quote is acceptable.

Booking Confirmation

Quoted Bookings are not confirmed until the signed Event Quote is received from the client by facsimile or scanned email document. If confirmation by these means is not received within the 5-day Quoted Booking period, an email notification will be sent on the day the room is due for release as a courtesy reminder to clients. If no reply is received by close of business that day, the room will be released for the next queued enquiry. Any quotes provided will be void on release of a room booking.

Pricing

All prices quoted are exclusive of GST. Every effort is made to ensure venue and catering pricing is correct at time of material printing and quotation, however prices are subject to change.

Final Event Confirmation

Confirmation of event details and catering i.e. menus, final attendee numbers etc, are required 5 working days prior to the event. Any changes after final event confirmation relating to venue/room, AV, ancillary services or catering will be reflected in your final invoice as per these Terms and Conditions. Late changes after final confirmation attract an administration fee of \$20.00 per late change.

Cancellations

Venue and Audio Visual (AV) Cancellation

- Cancellation 5 – 10 full business days prior to event – a venue cancellation fee of 25% of the venue and AV hire costs will be incurred
- Cancellation less than 5 full business days prior to event – a venue cancellation fee of 100% of the venue and AV hire costs will be incurred

Catering Cancellation

In the case where an event with catering is cancelled, the following cancellation fees apply in addition to venue and AV cancellation fees and will be charged to the client:

- Cancellation 7 or more full business days prior to event – no catering cancellation fee
- Cancellation 4 – 7 full business days prior to event – 40% of total FOOD amount or 65% of the total package price per person is payable as the cancellation fee
- Cancellation 2 – 4 full business days prior to event – 75% of total CATERING (food, beverage, service, linen, hire etc) spend is payable as the cancellation fee
- Cancellation up to 2 full business days prior to event – 100% of total CATERING spend is payable

NOTE: Where cancellation has occurred with 100% cancellation fees applied, UQBS and our catering supplier will deliver the catered provisions to one point in the CBD on the client's request.



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Our catering service provider can provide for the following dietary groups which must be advised at time of catering order confirmation if needed (please note: Kosher food is not able to be supplied):

- Vegetarian
- Vegan
- Celiac
- Halal

Late notification of special dietary requirements are subject to additional catering cost as per the event menu/package selected.

NOTE: UQ Business School Downtown has a catering agreement with a preferred supplier. Other food and beverage supplies for event are not permitted to be bought onto the premises.

Alcohol Service and Smoking

In accordance with the Liquor Act, responsible service of alcohol is practiced at UQBS Downtown under the license of the catering agreement. Alcohol will not be served to guests under the age of 18 years or to intoxicated persons. The provision of self-supplied alcohol is not permitted at the venue.

Central Plaza One and UQBS Downtown are non-smoking environments.

Extension of Function Times on the Event Day

Events running over the booked event conclusion time will be subject to Extended Hours Staff Fees charged at \$30.00 per staff member per hour.

Where a client wishes to extend the function time including the service of beverages, the applicable minimum package fee per head will apply as at the time and numbers of persons at the event e.g. a cocktail event booked for 30 people on "Package One" beverages and wishing to extend the function time for one hour will be charged \$12.10 per person ex. GST.

This arrangement will only be confirmed subject to venue management approval, available supplies and staffing for the additional hours and meeting the responsible liquor service requirements under the Act.

Additional Use of Rooms at UQ Business School Downtown

Use of rooms at UQ Business School Downtown by clients and/or their attendees during an event other than the use of the allocated meeting room and catering space will automatically be charged at an hourly rate as per regular rooms pricing (Conference Room and Breakout Rooms) or as a pro rata amount for the room in use where an hourly rate is not scheduled and charge at a minimum of one hour per use.

Hire of Additional Equipment

Computer Mouse	\$20.00 p/day or part there of
Extension cords	\$15.00 p/day or part there of
Power boards	\$15.00 p/day or part there of



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Administrative Services

Sending Facsimiles

Local	50c p/page
Interstate	\$2.00 p/page
International	\$3.00 p/page

Receiving Facsimiles

\$1.00 p/page

Email access for Clients and Guests

Wireless internet access throughout the facility is available for organisers, clients and attendees. Price per access account is \$30.00 per day.

Receiving Email on Clients' Behalf

\$10.00 for up to 5 files then \$3.00 p/file after that. Printing costs are additional.

Photocopying/Printing

50c p/page single sided

\$1.00 p/page double sided

No colour copying is available at UQBS Downtown – staff can direct client to the nearest service provider where needed

Typing

\$80 p/hour – for typing needs over one A4 page, this service will be outsourced and is subject to the availability of our contract provider.

Telephone

Tele-conferencing using a Polycom system can be arranged in advance of any event at \$50.00 for set up and pack down per event. Other ad-hoc use of the UQBS Downtown telephone system is not available to clients or event attendees – use of mobile phones is suggested or public phones are available just outside Central Plaza One.

Emergency On-Call Event Assistance

In the case where a client is in need of additional emergency assistance on-site with activities including but not limited to distribution of attendee materials, staffing registration desks, erecting banners etc, an Event Assistance fee of \$50.00 per hour will apply charged in ½ hour increments (i.e. minimum charge \$25.00). To offer the highest possible standards of service at our facility – particularly to our interstate and international clients – it is advised any event assistance needs be organised in advance for facility staff planning.

Assistance with Client-Provided Equipment

UQBS seminar, training and event rooms all feature state-of-the-art DP, AV equipment in a single fee which includes event support by our event team. Equipment supplied by clients who also require assistance of UQBS Downtown staff to set up, install, securely tape leads to floors (workplace health and safety requirement), test functionality etc will incur a Technical Management fee of \$50.00 per hour rounded to half hour increments.

Where an event requires the set up of multiple computers, networking etc for training seminars, these arrangements must be made in advance and all technical support for such be made by the client at the client's expense. The UQ Business School team are happy to liaise with your nominated technical support crew to ensure the success of your event.



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Site Restrictions

Central Plaza One does not allow trolleys through the foyer area. Any items delivered to the facility that are not able to be carried through the CP1 Foyer will need to be delivered to the floor via the goods Lift at the loading dock located in the CP1 car park. The entrance to CP1 car park and loading dock is via Eagle Lane (off Creek Street). The security roller door opens at 7.00am and closes at 6.00pm and there is no access to the loading dock before or after these times. Loading dock parking is for a maximum of 15 minutes (enough time to park and unload).

To access UQBS Downtown on level 19 from the loading dock, press the button to call the lift and load material/equipment in lift. Once loading is complete, use telephone next to lift and dial 458 which will connect you to UQ Business School. UQ staff will then bring the lift up to level 19.

Delivery, Handling and Storage of Client Items Pre- and Post-Event

UQBS Downtown is a unique venue experience and has limitations with regard to storage and management of client-related items for events. As such, the following service fees will automatically be added to client accounts for the management of client items if and when these services are required:

Delivery Management Fees

One (1) delivery of up to three (3) items per event with any one item not larger than 500mm x 500mm will be received on client's behalf as a complimentary service. Any subsequent deliveries will incur a handling fee of \$20 per delivery not exceeding 3 items (in addition to first 3). Where any delivery (initial or subsequent) exceeds 3 items or the items or any one item in the delivery is larger than a 500mm x 500mm or heavier than 10kg, or both, a delivery management fee of \$20 will automatically be added to the event account.

Handling Fees

Where UQBS staff are required to physically handle client-related items of any nature i.e. the delivery company does not deliver the items to the actual floor/storage area pre-arranged, items require moving from storage or room to room between events due to the bulk or number of items etc, a handling fee of \$20 per item will be charged to client accounts regardless of size or weight.

Storage Fees

UQBS Downtown offers complimentary storage of up to 3 client items for a maximum of 48 hours prior to the event commencement and for a maximum of 24 hours on the conclusion of the event. Items stored between events or held for collection longer than these periods incur a storage fee of \$10 per item per day. This will be charged in addition to handling fees if UQBS Downtown staff must handle client's items in making/taking delivery of such and any of the instances laid out in the delivery and handling sections.

Loss or Damage

UQ Business School Downtown indemnifies the Client against all direct and indirect expenses, losses, damages and costs reasonably incurred or suffered by the Client as a result of injury to or death of any person, damages to property, including theft, caused by the negligent acts or omission or willful misconduct of the Client, its invitees, employees and agents before, during and after the event.

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