



BREAKFAST & MEETINGS

LUNCH & DINNER

COCKTAIL PARTIES

BEVERAGES

ROOM CHARGES

ADDITIONAL INFORMATION





The broad stone steps and towering Corinthian columns welcome you to an outstanding venue for presentations, seminars and events.

The University of Queensland's Customs House is one of Brisbane's premier restaurant, events and heritage destinations, with unique facilities suitable for all styles of private and corporate events. The prestigious Queen Street location, service and facility is exceptional in every sense.

Our award winning team can cater for 6 to 330 persons. Our cuisine philosophy is to source fresh quality seasonal produce to prepare dishes that are well presented with good clean flavours. Dedicated event coordinators are on hand to customise an event that will impress your guests. Our service philosophy is to ensure that our guests receive exceptional service and an unforgettable experience through our commitment to excellence and best practice.

An important part of our strategy is sustainability and a high level of food safety practices. Customs House operates under the University of Queensland's

Environmental Management System which has been in place since 1996. At Customs House we take responsibility for our impact on the environment and continuously work towards minimising that impact.

Multi award winning function venue on the river – A Brisbane heritage icon!



WINNER 2017, 2016, 2014 & 2013 RESTAURANT & CATERING AWARDS FOR EXCELLENCE
WINNER 2023 NATIONAL "RESTAURANT CATERER"



WINNER 2021, 2020, 2017 SEQ "CATERER OF THE YEAR"



WINNER 2021 SEQ "FUNCTION CATERER"
WINNER 2023 QLD "EVENTS CATERER"

2 Hour Cocktail Package *(Minimum spends apply)*

2 Hour Cocktail Package
\$90 PP

- Use of the Grand Piano (Long Room only)
- Background music
- 2 hours room hire

DESIGN YOUR OWN COCKTAIL MENU FROM THE CANAPÉ SELECTION PROVIDED...

Seven canapés of your choice

One substantial canapé of your choice

INCLUSIONS:-

- Lectern and microphone (Long Room and River Room only)
- Registration table
- Staging (Long Room and River Room only)
- Scattered cocktail tables with occasional seating
- LED tea lights on cocktail tables
- Black carpet at the Queen Street entrance (weather permitting)

ENJOY A TWO HOUR CUSTOMS HOUSE BEVERAGE PACKAGE WHICH INCLUDES:-

Até Sparkling Brut

Até Pinot Grigio

Até Cabernet Sauvignon

Great Northern Original, Asahi Soukai 3.5, Cascade Premium Light and Somersby Apple Cider

Soft Drinks, Mineral Water and Orange Juice

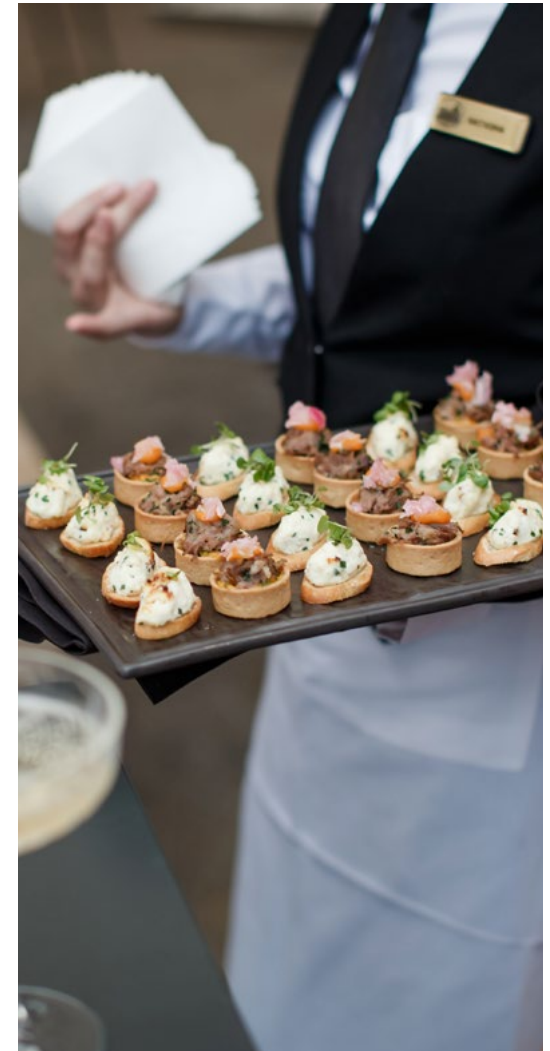
BEVERAGE PACKAGE UPGRADE:

Should you wish to upgrade your beverage package -

ADD \$10 PP for the **PREMIUM** beverage package

ADD \$20 PP for the **DELUXE** beverage package

ADD \$50 PP for the **PRESTIGE** beverage package



3 Hour Cocktail Package *(Minimum spends apply)*

3 Hour Cocktail Package
\$110 PP

DESIGN YOUR OWN COCKTAIL MENU FROM THE CANAPÉ SELECTION PROVIDED...

Seven canapés of your choice

One substantial canapé of your choice

One hot fork dish of your choice

INCLUSIONS:-

- Lectern and microphone (Long Room and River Room only)
- Registration table
- Staging (Long Room and River Room only)
- Scattered cocktail tables with occasional seating
- LED tea lights on cocktail tables

- Black carpet at the Queen Street entrance (weather permitting)
- Use of the Grand Piano (Long Room only)
- Background music
- 3 hours room hire

ENJOY A THREE HOUR CUSTOMS HOUSE BEVERAGE PACKAGE WHICH INCLUDES:-

Até Sparkling Brut

Até Pinot Grigio

Até Cabernet Sauvignon

Great Northern Original, Asahi Soukai 3.5, Cascade Premium Light and Somersby Apple Cider

Soft Drinks, Mineral Water and Orange Juice

BEVERAGE PACKAGE UPGRADE:

Should you wish to upgrade your beverage package -

ADD \$10 PP for the **PREMIUM** beverage package

ADD \$20 PP for the **DELUXE** beverage package

ADD \$50 PP for the **PRESTIGE** beverage package



4 Hour Cocktail Package *(Minimum spends apply)*

4 Hour Cocktail Package
\$130 PP

DESIGN YOUR OWN COCKTAIL MENU FROM THE CANAPÉ SELECTION PROVIDED...

Seven canapés of your choice

One substantial canapé of your choice

Two hot fork dishes of your choice

INCLUSIONS:-

- Lectern and microphone (Long Room and River Room only)
- Registration table
- Staging (Long Room and River Room only)
- Scattered cocktail tables with occasional seating
- LED tea lights on cocktail tables

- Black carpet at the Queen Street entrance (weather permitting)
- Use of the Grand Piano (Long Room only)
- Background music
- 4 hours room hire

ENJOY A FOUR HOUR CUSTOMS HOUSE BEVERAGE PACKAGE WHICH INCLUDES:-

Até Sparkling Brut

Até Pinot Grigio

Até Cabernet Sauvignon

Great Northern Original, Asahi Soukai 3.5, Cascade Premium Light and Somersby Apple Cider

Soft Drinks, Mineral Water and Orange Juice

BEVERAGE PACKAGE UPGRADE:

Should you wish to upgrade your beverage package -

ADD \$10 PP for the **PREMIUM** beverage package

ADD \$20 PP for the **DELUXE** beverage package

ADD \$50 PP for the **PRESTIGE** beverage package



5 Hour Cocktail Package *(Minimum spends apply)*

5 Hour Cocktail Package
\$150 PP

DESIGN YOUR OWN COCKTAIL MENU FROM THE CANAPÉ SELECTION PROVIDED...

Six canapés of your choice

One substantial canapé of your choice

Two hot fork dishes of your choice

Two sweet canapés of your choice

INCLUSIONS:-

- Lectern and microphone (Long Room and River Room only)
- Registration table
- Staging (Long Room and River Room only)
- Scattered cocktail tables with occasional seating

- LED tea lights on cocktail tables
- Black carpet at the Queen Street entrance (weather permitting)
- Use of the Grand Piano (Long Room only)
- Background music
- 5 hours room hire

ENJOY A FIVE HOUR CUSTOMS HOUSE BEVERAGE PACKAGE WHICH INCLUDES:-

Até Sparkling Brut

Até Pinot Grigio

Até Cabernet Sauvignon

Great Northern Original, Asahi Soukai 3.5, Cascade Premium Light and Somersby Apple Cider

Soft Drinks, Mineral Water and Orange Juice

BEVERAGE PACKAGE UPGRADE:

Should you wish to upgrade your beverage package -

ADD \$10 PP for the **PREMIUM** beverage package

ADD \$20 PP for the **DELUXE** beverage package

ADD \$50 PP for the **PRESTIGE** beverage package



Canapé Selections

CHOOSE YOUR CANAPÉS FROM THE FOLLOWING:

Cold Canapés

\$5 PER PIECE

Oyster in the shell (GF) (DF)

Fresh Queensland prawn with lime and lemongrass aioli (GF) (DF)

Moreton Bay bug, curried mango mayo, crispy wonton (DF)

Steak tartare, bean crisp, smoked yolk, potato frites

Cured kingfish, smoked sour cream, orange, dill, on rye

Mini Queensland sand crab, celery, Kewpie mayo, bun (DF)

Smoked salmon on blinis with sour cream and salmon pearls

Ocean trout, toasted brioche, pickled onions, dill

Scallop ceviche, papaya, pork crackle dust, on a spoon (GF) (DF)

Mini vol au vent, smoked salmon mousse, asparagus, preserved lemon (DF)

Duck liver parfait, flaky pastry, port wine gel

Five spiced duck, hoisin mayo, chives, sesame seeds, crispy wonton (DF)

Duck rilette, mandarin, toasted macadamia, crostini

Grilled lamb fillet, yoghurt, olive, bruschetta

Rare beef, mustard, crispy shallot, micro parsley, on a spoon (GF) (DF)

Assorted Sushi rolls, gluten free soy sauce and wasabi (V) (GF)

Pea & mint bruschetta, labneh, preserved lemon crumb, crostini (V)

Goat's cheese, fig and beetroot relish tart (V)

Moroccan hummus, zucchini and roasted capsicum tart, harissa yoghurt (V)

Baby caponata, goat cheese, crouton (V)

Smoky eggplant and pine nut peppered tart with yoghurt and black olive (V) (GF)



Canapé Selections

CHOOSE YOUR CANAPÉS FROM THE FOLLOWING:

Warm Canapés

\$5 PER PIECE

Noosa crab cakes, sauce gribiche,
watercress

Moreton Bay bug mornay, pancetta
crumb, tart

Quail breast wrapped with sage and
prosciutto (GF) (DF)

Steamed mini beef brisket buns (DF)

Confit duck and butternut pumpkin tart

Duck spring roll, XO sauce (DF)

Mini lamb kofta with spiced yoghurt (GF)

12 hour braised lamb shoulder, hummus
and parsley tart

Confit pork belly, ginger chilli caramel,
coriander (GF) (DF)

Pork belly, enoki mushrooms, Kimchi miso
(GF) (DF)

Karaage chicken, Japanese pickles,
kewpie, furikake, charcoal bun

Brisket, mac + cheese croquette,
smoked chipotle, aioli

Beef and burgundy pie, green pea,
mash, relish

Baked ricotta and pancetta tarts

Chickpea falafel, pumpkin hummus,
coconut labneh (V)

Mushroom, thyme and black truffle
tart (V)

Asparagus and goat's cheese tart (V)

Sweet corn fritters with spiced
tomato salsa (V) (GF) (DF)

Mini savoury tart filled with leeks,
Gruyere, roasted cherry tomato (V)
(GF)

Pumpkin + Provolone arancini,
pepita pesto, aioli (V)



Canapé Selections

Sweet Canapés

\$5 PER PIECE

Substantial Canapés

\$8 PER PIECE

Fork Dishes

\$14 EACH

Lemon citrus tartlet

Salted chocolate tart

Crème brûlée tart

Chocolate and raspberry cup **(GF)**

Flathead taco, bush tomato salsa,
guacamole, finger lime

Wagyu slider, Swiss cheese, house pickles,
sobrasada mayo

Chicken Karaage slider,
pickled vegetables, Sriracha mayo **(DF)**

Tempura king prawn sliders, baby gem,
Jalapeno, avocado ranch

Grilled mushroom slider, comté cheese,
spinach, bell pepper pesto

Marinated haloumi shish kebab, zucchini,
piquillo pepper, sumac yoghurt **(V)**

Mini plant-based cheese burger, pickles,
mustard, sauce **(V)**

Buffalo burrata, marinated tomatoes,
garlic crumb, basil oil

Flame grilled salmon, ponzu, edamame,
wakame, black sesame, rice

Salt and pepper calamari, Asian slaw,
ginger and wasabi dressing

Butter chicken, basmati, mint yoghurt,
garlic naan

Moroccan spiced lamb, tagine couscous,
spiced yoghurt

12 hour slow roasted lamb shoulder,
cauliflower purée, salsa verde **(GF)**

Mexican pulled pork, pinto beans,
avocado, sour cream, jalapenos, crisp corn
tortilla

Beef cheeks, truffle mash, gremolata **(GF)**

Potato gnocchi, roasted mushrooms,
truffle Parmesan cream, parsley **(V)**

Food Stations *(Served in addition to a Cocktail Package. Minimum 50 persons)*

Cheese
\$25 PP

Australian and French artisan selection
Cave aged cheddar
White rind cheese
Soft blue mould
House made crispbread
Lavosh
Walnut bread
Dried fruit
Fig and walnut log

Charcuterie
\$25 PP

Truffled Salami
Jamon
Bresola
Duck rillettes
House made pickles
Marinated olives
Breads

Interactive Scallop
Station (1.5 hours)
\$25 PP

Ceviche with avocado and pickled
onions
Toasted Miso glaze with sesame
seeds and shallots

Interactive Bamboo
Basket Station (1.5 hours)
\$25 PP

Beef brisket buns **(DF)**
Shiitake and spring onion
buns **(V) (DF)**



Food Stations *(Served in addition to a Cocktail Package. Minimum 50 persons)*

Dessert Station

\$22 PP

- Caramel macadamia tarts
- Chocolate and raspberry tarts
- Crème brûlée tartlets
- Assorted macarons **(GF)**
- Mini Eton Mess **(GF)**
- Hand crafted chocolate truffles



Beverage Packages

A choice of four packages, which includes your pre-dinner drinks, is available for your function.

Customs House does not offer BYO facilities.



CH BEVERAGE PACKAGE

Até Sparkling Brut
Até Pinot Grigio
Até Cabernet Sauvignon

Great Northern Original,
Asahi Soukai 3.5 and
Cascade Premium Light

Somersby Apple Cider

Soft Drinks, Mineral Water and
Orange Juice

2 hours - **\$41 PER PERSON**
3 hours - **\$48 PER PERSON**
4 hours - **\$54 PER PERSON**
5 hours - **\$60 PER PERSON**



PREMIUM BEVERAGE PACKAGE

Veuve Ambal Blanc de Blancs Brut NV
Cloud Street Pinot Grigio
Credaro Five Tales Shiraz

Asahi,
Asahi Soukai 3.5 and
Cascade Premium Light

Somersby Apple Cider

Soft Drinks, Mineral Water and
Orange Juice

2 hours - **\$51 PER PERSON**
3 hours - **\$58 PER PERSON**
4 hours - **\$64 PER PERSON**
5 hours - **\$70 PER PERSON**



DELUXE BEVERAGE PACKAGE

Bianca Prosecco
Rameau D'or Petit Amour Rosé
Red Claw Chardonnay
Red Claw Pinot Noir
St Hallett Garden of Eden Shiraz

Asahi, Stone & Wood Pacific Ale, Asahi
Soukai 3.5 and Cascade Premium Light

Somersby Apple Cider

Soft Drinks, Mineral Water and
Orange Juice

2 hours - **\$61 PER PERSON**
3 hours - **\$68 PER PERSON**
4 hours - **\$74 PER PERSON**
5 hours - **\$80 PER PERSON**



PRESTIGE BEVERAGE PACKAGE

Taittinger Cuvee Prestige Brut
Craggy Range Marlborough
Sauvignon Blanc
Shaw & Smith M3 Chardonnay
Craggy Range Martinborough Pinot Noir
Henschke Keyneton Euphonium

Asahi, Stone & Wood Pacific Ale, Asahi
Soukai 3.5 and Cascade Premium Light

Somersby Apple Cider

Soft Drinks, Mineral Water and
Orange Juice

2 hours - **\$91 PER PERSON**
3 hours - **\$98 PER PERSON**
4 hours - **\$104 PER PERSON**
5 hours - **\$110 PER PERSON**

BEVERAGE PACKAGE UPGRADE

- Arrival speciality cocktail **ADD \$15 PER PERSON (TO BE SERVED IN CONJUNCTION WITH YOUR BEVERAGE PACKAGE)**
- Include house spirits to your package **ADD \$13 PER PERSON PER HOUR (MINIMUM OF 3 HOURS)**

Beverage List

CHAMPAGNE & SPARKLING WINE

Veuve Clicquot	\$ 145
Taittinger Cuvee Prestige Brut	\$ 135
Jansz Cuvee NV	\$ 72
Bianca Prosecco	\$ 66
Veuve Ambal Blanc de Blancs Brut NV	\$ 54
Até Sparkling Brut	\$ 48

WHITE AND ROSÉ WINES

Shaw & Smith M3 Chardonnay	\$ 104
Craggy Range Marlborough Sauvignon Blanc	\$ 78
Red Claw Chardonnay	\$ 75
Rameau D'or Petit Amour Rosé	\$ 70
Leeuwin 'Art Series' Riesling	\$ 67
Cray Point Sauvignon Blanc	\$ 54
Cloud Street Pinot Grigio	\$ 53
Até Pinot Grigio	\$ 48

RED WINES

Henschke Keyneton Euphonium	\$ 128
Craggy Range Martinborough Pinot Noir	\$ 81
Leeuwin 'Art Series' Shiraz	\$ 98
Two Hands Angels Share Shiraz	\$ 89
Kalleske 'Moppa' Shiraz	\$ 84
Leeuwin Estate 'Prelude Vineyards' Cabernet Sauvignon	\$ 86
Red Claw Pinot Noir	\$ 75
St Hallett Garden of Eden Shiraz	\$ 71
Storm Bay Pinot Noir	\$ 56
Credaro Five Tales Shiraz	\$ 52
Até Cabernet Sauvignon	\$ 48

DESSERT WINE

Chateau Lapinesse Sauternes 375mL	\$ 64
DeBortoli 'Noble One' Botrytis Semillon 375ml	\$ 80

Beverage List

BEERS

Cascade Premium Light 2.6%	\$ 7
Great Northern Original 4.2%	\$ 8
Asahi Soukai 3.5%	\$ 9
Peroni 3.5%	\$ 9
Asahi Super Dry 5.0%	\$ 10
Corona 4.5%	\$ 10
Stone & Wood Pacific Ale 4.4%	\$ 10
Stone & Wood Cloud Catcher 5.0%	\$ 10

SPIRITS

Standard Brands with Mixer	\$ 10
Premium Brands with Mixer (from)	\$ 12

APPLE CIDER

Somersby Apple Cider	\$ 10
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0% COCKTAILS

Lyre's Amalfi Spritz: Bittersweet Orange Grapefruit Italian Spritz	\$ 12
Lyre's Classico: 0% Prosecco Grapefruit Maraschino Cherry	\$ 12
Lyre's G & T Zero: Juniper Citrus Tonic	\$ 12

SOFT DRINKS & JUICES

Soft Drinks (per glass)	\$ 5
Mineral Water (per glass)	\$ 5
Orange Juice (per glass)	\$ 5
Mixed selection of Capi sparkling mineral water and sodas (per bottle, meetings only)	\$ 5

PORTS, LIQUEURS & COGNACS

Bethany 'Old Quarry Front'	\$ 10
Penfolds Grandfather Tawny	\$ 19
Liqueurs (from)	\$ 10
Courvoisier VSOP	\$ 17
Hennessy XO	\$ 23

Equipment Hire Charges

Your room hire rental charge includes a complimentary lectern and microphone. The following is a list of standard equipment available for hire. This is a guide only as your particular requirements may vary. Specialist equipment can be organised on your behalf. Please ask your Event Coordinator for a proposal.

DATA/VIDEO PRESENTATION EQUIPMENT

Data Projector	\$ 150
Projector Screen	\$ 50
LED Screen & Stand (with laptop computer)	\$ 250
Rear Projection Screen (10'x 7') and black or graphite draping from	\$ 660
Laptop Computer with Remote mouse	\$ 150
Broadband Internet Connection	\$ 50

CONFERENCE AIDS

Flipchart, Paper & Pens	\$ 50
Standard Whiteboard & Markers	\$ 50
Note Pads & Pens	\$ 4.50
Pens	\$ 2.50
Photocopying (per page)	50c

AUDIO EQUIPMENT

Lectern & Fixed Microphone (additional)	\$ 135
Radio/Lapel Microphone	\$ 135
TECHNICIANS (per hour) from <i>(Minimum 3 hours)</i>	\$ 100

CUSTOMS HOUSE AUDIO/VISUAL PACKAGE

Data Projector	\$ 300
Screen	
Laptop Computer	
Remote mouse with laser pointer	

Rooms & Charges

ROOM CAPACITIES

Room	Banquet	Cocktail	Cabaret	Theatre
QUEEN STREET LEVEL				
The Long Room	220	300	130	200
MEZZANINE LEVEL				
Charitable Trusts Room	N/A	30	N/A	N/A
Reid Dining Room	10	N/A	8	N/A
Sylvia Jones Boardroom	24	N/A	22	N/A
RIVER LEVEL				
River Room	120	200	100	150
Restaurant	50	N/A	N/A	N/A

RENTAL CHARGES

Room	1 to 4 Hours	4 to 8 Hours
The Long Room	\$2,000	\$4,000
Charitable Trusts Room & Reid Dining Room	\$300	\$600
Sylvia Jones Boardroom	\$500	\$1,000
River Room	\$1,500	\$3,000
Restaurant	\$600	\$1,200

Charges for room rentals are dependent on the room booked, time period booked, the final number of guests and the confirmed catering arrangements.

Minimum numbers and minimum spends are applicable.

Miscellaneous Function Charges

CHAIR COVERS & TIFFANY CHAIRS

Available at \$10 each. Covers are white or black with your choice of coloured sashes. Tiffany Chairs are white or gold.

Minimum numbers and delivery charges may apply.

TABLES & LINEN

Tables are oval in shape and seat a maximum of 10 persons.

Black linen tablecloths and serviettes are provided. White linen tablecloths and serviettes can also be arranged.

TABLE DECORATIONS AND STYLING

Two silver candlesticks OR four tealights are provided per table for dinner functions.

White table top stands can be hired at \$50 each - suitable for florals (florals not included).

LED candles and tealights must be used in accordance with our heritage policy.

Please see below our preferred styling partners. They will be happy to provide a quote for you.

Florist - Bouquet Boutique

(07) 3254 1066

Florist - Perrotts Florists

(07) 3252 7877

Styling - Celebrating in Style

0407 827 352

Event Hire & Styling - Valiant Events

(07) 3859 8500

ENTERTAINMENT

Please contact your Event Coordinator for recommendations regarding entertainment. Listed below are our preferred entertainment providers.

Rush Entertainment

Outstanding entertainment for your next event.

0413 162 447

www.rushentertainment.com.au

G&M Event Group

DJs + MCs + Event Lighting + AV & Production.

1 300 736 233

www.gmeventgroup.com.au

Baker Boys Band

High energy live music, playing all your favourite songs.

0438 301 313

www.bakerboysband.com.au

BAND/DJ/SUPPLIER MEALS

A hot plated main meal from your menu plus soft drinks, mineral water and juices can be supplied at \$50 per person.

SPECIAL DIETS

We will be happy to cater for guests who have special dietary requirements. Please speak with your Event Coordinator as prior notice is essential.

Gluten Free (GF) - although this dish is prepared with gluten free products, we cannot guarantee it is 100% gluten free as

the dish is prepared in kitchens that also use gluten products

BYO/TAKE AWAY FOOD

No food is permitted to be brought onto the premises or removed from the premises with the exception of celebration cakes or specialty items approved by the Director of Customs House.

CAR PARKING

STRICTLY NO PARKING.

Limited access is provided to off load equipment and supplies required for functions.

Parking is available at:

Wilson's Parking - Riverside Centre, 123 Eagle Street, Brisbane
Phone: 0401 042 684
<http://www.wilsonparking.com.au/go/wilson-car-parks/qld/riverside-centre>

Miscellaneous Function Charges

The Riverside Centre car park has two entries on Eagle Street. The northern entry is near Pig N Whistle. The southern entry is via the left hand lane under Jade Buddha.

Weeknights – enter after 5pm – \$9.00 flat rate. Weekends – flat \$9.00 rate per day (valid from 5am – 3am).

Simply have your parking ticket validated by Customs House staff to enjoy the discounts. All parking tickets must be validated at Customs House to receive the discounted rates.

(Pricing subject to change)

PEOPLE WITH DISABILITY (PWD)

A car parking space on the Riverside Terrace can be made available for disabled guests.

Wheelchair access to the building is via the Riverside Terrace centre doors. A lift operates in the building providing access to the Queen Street and Mezzanine levels.

A disabled toilet is located on the River Level of the building.

PUBLIC HOLIDAYS

Customs House is closed on public holidays.

ACCOMMODATION

A number of hotels are located in the immediate area. We recommend:-

Crystalbrook Vincent

(07) 3515 0700

Please visit

www.crystalbrookcollection.com/vincent

and click 'Book Now'. Once travel dates have been selected, please quote "CUSTOMS" as the Promo Code to obtain your discounted rates.*

**Subject to availability, conditions apply.*

Sofitel Brisbane

(07) 3835 3535

Please email H5992@sofitel.com for accommodation enquiries.

*(Guest reservations include overnight accommodation in a King Superior Room with breakfast for two)**

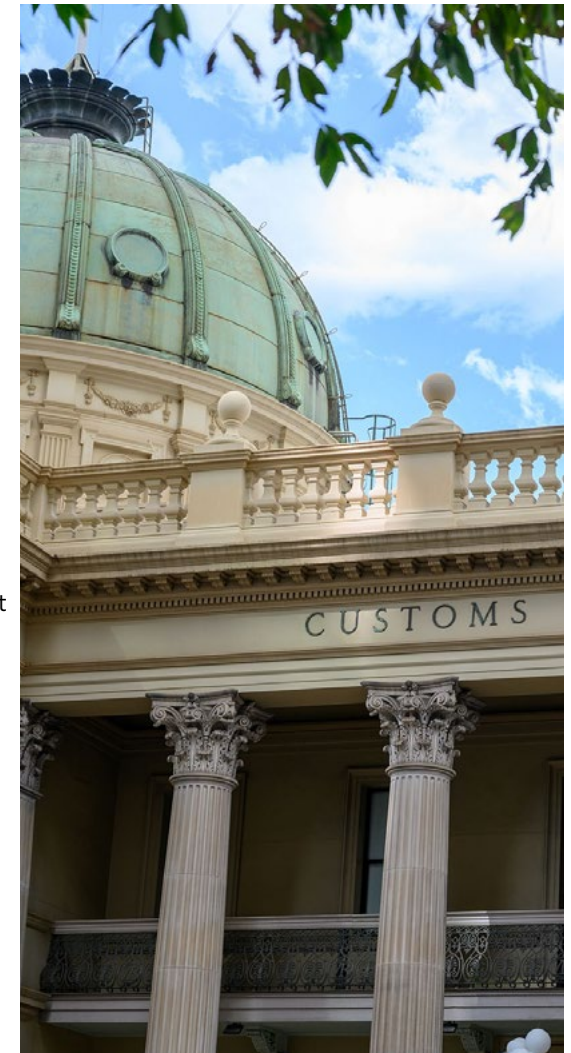
Brisbane Marriott

(07) 3303 8000

brisbane.reservations@marriott.com

Please visit [Customs House Accommodation Booking](#) and a discount will automatically apply to your selected accommodation.*

**Subject to availability.*



Event Terms & Conditions

1. CONFIRMATION OF BOOKING/ DEPOSIT

Tentative holds will be held for a maximum of 5 working days only. A deposit equal to 25% of your expected expenditure and signed Event Contract/Credit Account Application are required to confirm your booking. If the deposit is outstanding past the due date, the tentative hold will be cancelled and the date will be released.

2. ROOM HIRE

The room hire charge is dependent on the time booked, the final number of guests and the confirmed catering arrangements. Minimum spends are applicable.

3. ROOM ALLOCATION

We reserve the right to allocate the most suitable room to your event. Should the unexpected occur, we reserve the right to hold the function in a space comparable to that originally chosen. In such exceptional circumstances you will be consulted in advance.

4. FINAL DETAILS

To ensure a smooth and successful function, all details relating to schedule, menus, beverages, room set up and audiovisual requirements are required at least 2 weeks prior to your event. All additional requests received after this time may not be able to be accommodated.

5. CONFIRMED NUMBERS

To meet operational requirements, minimum guaranteed numbers are required 7 working days (Monday – Friday) prior to the date on which the function commences. This is the minimum number of guests that will be catered and charged for.

Increases can be submitted up to 3 working days prior to the event pending approval from your Event Coordinator.

6. LONG ROOM - MINIMUM SPEND

A minimum spend of **\$17,000** is required

for food, beverage, and room hire in The Long Room on a Saturday evening. Minimum spend of **\$14,000** also apply to Friday and Sunday evenings.

Days that fall before a public holiday will incur the same minimum spend as a Saturday evening.

7. RIVER ROOM - MINIMUM SPEND

A minimum spend of **\$11,000** is required for food, beverage, and room hire in the River Room on a Saturday evening. Minimum spends of **\$8,000** also apply to Friday and Sunday evenings.

Days that fall before a public holiday will incur the same minimum spend as a Saturday evening.

8. CANCELLATION POLICY

Should you need to cancel your function the following conditions apply:- Notification of cancellation **MUST** be in writing. Notice of more than 120 days – full deposit is refunded provided the room

is rebooked and a deposit paid.

Notice of 30 – 120 days – 50% of monies is retained by Customs House, 50% of monies is refunded provided the room is rebooked and a deposit paid.

Notice of 7 – 30 days – all monies are retained by Customs House.

Notice of less than 7 days – all monies are retained by Customs House plus you will be charged for 75% of catering costs and room hire associated with your event.

9. POSTPONEMENT POLICY

Should you need to postpone your function the following conditions will apply: Notification of postponement **MUST** be in writing. Notice of 120 days or more from first day of your function - 50% of the deposit will be retained by Customs House and a new contract will be issued, subject to availability.

Notice of 30 – 120 days prior to the first day of your function – 50% of all monies

Event Terms & Conditions

will be retained by Customs House and a new contract will be issued, subject to availability.

Notice of 7 - 30 days prior to the first day of your function – due to costs incurred at this stage, all monies received will be retained and a new contract will be issued, subject to availability.

Notice of less than 7 days – all monies are retained by Customs House plus you will be charged for 75% of catering costs and room hire associated with your event. A new contract will be issued, subject to availability.

10. CHANGE OF CIRCUMSTANCE

Whilst every reasonable effort will be made to ensure that your function will proceed on the date you have nominated, we reserve the right to cancel your function due to a change in circumstances/unforeseen Act of God which may be within or outside our control. As soon as we become aware of any such change

in circumstances, we will notify you that your function is cancelled and we will refund your deposit in full. Your damages in respect to any cancellation are limited to the amount of the deposit and you have no further claim against us for any further damages or loss that you may suffer as a consequence of the cancellation.

11. STAFF LEVY & SURCHARGES

Should you wish to extend your dinner package by one hour to a 5 hour duration, a surcharge of \$20 per person is applicable which includes beverages. (Half hour extension is \$10 per person).

12. FUNCTION TIMING

It is the client's responsibility to ensure that the function begins at the specified time. If the function begins after the specified time, it will still be subject to the finishing time specified on the Event Order unless Management agrees otherwise. Customs House does not offer dinner functions in excess of 6 hours duration. A room

hire charge is applicable where functions extend beyond the finishing time specified on the Event Order without the approval of Management.

13. PRICES (PRICES ARE INCLUSIVE OF GST)

Prices in this compendium are applicable for functions held from **1 January 2024 to 31 December 2024** and are inclusive of GST. Prices are not applicable for wedding receptions. Please refer to the Customs House Wedding Compendium for all wedding packages.

14. MENUS/BEVERAGES

Menus and beverage packages are subject to change without notice.

15. NOISE RESTRICTIONS

As Customs House is adjacent to residential apartments, noise restrictions are applicable as specified on our liquor licence. Amplified music/noise is NOT permitted in any outdoor area. All

entertainment in every form must be discussed with your Event Coordinator and approved by the Director prior to your function. Management reserves the right to refuse approval of entertainment in any form prior to your function if it does not conform to the guidelines required by Customs House.

16. EXTERNAL AUDIO VISUAL CONTRACTORS

For all functions, plans must be approved by Customs House a minimum of 14 days before the function. Outside contractors must liaise with Customs House in all matters of delivering, set up and break down. Outside contractors appointed by the client, or by the Customs House on behalf of the client, must at all times abide by Customs House's regulations and instructions. All outside contractors will be required to obtain their own appropriate public liability insurance with a minimum cover of \$10,000,000 and must provide certificate of proof to Customs House.

Event Terms & Conditions

17. LIQUOR LICENCE/ALCOHOL SERVICE

Customs House operates under the terms and conditions of its Commercial Special Facility Licence. In accordance with the Liquor Act, responsible service of alcohol is practised at Customs House. Alcohol will not be served to guests under the age of 18 years or to intoxicated guests. Management reserves the right to request proof of age identification for any function guest. For dinner functions with a 4 hour beverage package we require that a 3 course menu be served OR canapés followed by a 2 course menu.

We require that a minimum of 4 canapés are served each hour of a function period if no other food is served.

Customs House is licensed until 12.00 midnight.

18. PERSONAL EFFECTS

You and your guests are strictly liable and responsible for any items, equipment

or personal effects brought into or left at Customs House. Customs House will not be liable for damage, loss or theft sustained by you or your guests before, during or after your event, except where such damage, loss or theft is due to Customs House's negligence.

19. INDEMNITY AND LIABILITY

The Client indemnifies the University from all losses, claims, actions, demands, proceedings, damages, costs, charges and expenses (including consequential damages or losses) in respect of or in relation to the death of or injury to, or illness of any person or loss of, or damage to property to the extent that such loss or damage is caused by the negligent or wilful act or omission of the Client or its employees or agents in relation to the performance of this agreement.

20. BREAKAGES

Clients are financially liable for any damage sustained to the Customs House

by the action of their guests or outside contractors. All breakages and damages will be charged to the client in full.

21. SECURITY

Should Customs House deem it necessary for a specific event, security guards may be required at the cost of the client.

22. DELIVERY & COLLECTION OF GOODS

A serious lack of storage in our heritage building necessitates delivery of goods on the same day as your event. All items delivered to Customs House must be clearly identified and have a return address. Please speak with your Event Coordinator for a delivery template. Items must be removed on completion of your event. The delivery of goods to Customs House is at your own risk and liability. Customs House will not be liable for damage, loss or theft of your goods before, during or after your event, except where such damage, loss or theft is due to Customs House's negligence.

23. HERITAGE RESTRICTIONS

Due to the heritage nature of Customs House certain restrictions are applicable:-

- No items are to be pinned, glued, taped or attached in any way to the walls, floors or ceilings.
- The use of helium balloons, bubbles, rice, confetti, sparklers and indoor fireworks is prohibited.
- Due to the limited facilities in our heritage building, we are unable to offer guests a choice menu in any course.
- We are unable to offer menu tastings.
- LED candles and tealights ONLY.
- Haze effect/fog machine may be used with prior approval by your Event Coordinator. A \$500 isolation fee applies.

24. SMOKING POLICY

Customs House is a non-smoking venue. Should guests wish to smoke, they must move outside the grounds. All food and beverages are to remain on the property.