

# Additional Information



## TERMS & CONDITIONS

**Usual Trading Hours** lunch & dinner Thursday to Sunday. Bookings are through our website for groups of 4+ and walk-ups are always welcome.

**The venue is based 70 percent outdoors and as such can sometime be affected by inclement weather**

**\*\*WET WEATHER\*\*** Please be aware that if you are planning to book outside - alternative seating during inclement weather cannot be guaranteed. But we'll try our best.

**Full Pre-Auth (Pre Auth)** is required to confirm bookings of 10 or more. A Pre Auth is a hold of funds in your chosen account (This is not a deposit) and will be released on the arrival of your numbers booked for.

**Pre Auth holds** will be actioned should you arrive with considerably diminished group number without advising prior to the book time. Just let us know to avoid this situation

**The numbers you Pre-Auth** for are the numbers that will be admitted on the day of your booking. Please email us should you wish to increase your booking numbers 24 hours before you're booking. Or try to give as much notice as possible

**Group Bookings** 30+ require a deposit to secure a chosen area, full payment is required 7+ days before the booking.

**24 hour's notice** is required when cancelling a booking (Pre-Auth funds can otherwise be held) We do however understand that unexpected things can happen, and we can be relaxed about re-scheduling dates or crediting money in certain circumstances.

### Group food

All group food & platters orders must be ordered and paid for at least 7 days in advance of the booking date. We require 48-hour notice should you have group member cancellations and wish to decrease your food order. We are unable to reimburse food costs should you have last minute cancellations. (We have already paid and prepared this food in advance)

### Cake

We do not charge a fee for you to bring and eat your own cake. We are happy to place your cake in our fridge and deliver as and when we are able. If we are busy, you are responsible for delivering your own cake (we do supply Plates, Napkins and a Knife the rest is down to you)

### Doggos

Dogs are very welcome at Hello Sailor; they are to be kept on a leash and must be well behaved. We do however ask you to leave your fur friend at home during our busier times Usually Friday-Sunday from

6pm. We reserve the right to decline admission if we feel it too busy.

### Socials & Promos

We do take lots of photos for our Social Media to promote our awesome venue, if you feel uncomfortable and wish to not be photographed, please let us know.

### Venue Hire

A 50% deposit is required to confirm all bookings. Deposits are non-refundable. However, we understand that unexpected things can happen, and we are relaxed about moving dates when we can or crediting money in certain circumstances.

For group bookings of 30+ final numbers must be confirmed no later than 7 days prior to booking. However please give us a call to discuss if you have last minute additions to your party.

Venue hire balance to be paid in full 7 days before the booking date. Payment Options: EFT Transfer / Payment in-house / Payment over the phone

Bar Tabs are welcome and can be set up on arrival (Proof of ID will be required along with a credit card which will be held)

Large venue bookings for 18th and 21st Birthdays will require an additional fee of \$250 for a Security guard who will be present throughout the function.

### Other Stuff

Minors will not be permitted at the venue after 6PM for any 18th or 21st Birthday functions

Hello Sailor is a fully licensed venue which adheres to RSA laws. Disorderly behaviour will not be tolerated.

We do not allow food or beverages to be brought into the venue. We have a licence and an amazing menu

Smoking and Vaping must only be done so in designated smoking areas.

Persons under 18 years of age to be accompanied by a parent or legal guardian and under no circumstances are they to consume alcohol.

### Bank Acc Details

Below are Hello Sailor bank details for you to make your deposit. Please use your Surname & Booking Date as reference.

LOS DOS AMIGIS Pty Ltd  
BSB: 032-586  
ACC: 588337