

ADDITIONAL INFORMATION

TERMS & CONDITIONS

Usual Trading Hours

12Noon-10pm Thursday to Sunday

Bookings

Wet Weather - Be aware that if you have a preference to book outside - alternative seating during inclement weather cannot be guaranteed. We will however always to our best to make guests comfortable.

Pre-authorisation - For groups of 20+. We do require a security holding of \$10 per head, these funds are held within your chosen account and are released when your full booking numbers are seated. (This is not a deposit and as such not redeemable against a bar tab)

Cancellations - Should you fail to inform us regarding a cancellation within the required time, (24hours up to 20 people- 48hours 20+ people) or a significant number of your party do not arrive, and you have not provided advance warning we will hold some or all the amount committed to secure these seats, this is to cover the loss of revenue. We can however be flexible in some circumstances.

Booking Number - The numbers booked, will be 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.

Large Group Bookings/Venue Hire 40+. We have several spaces available for hire for larger groups. Hiring a space does require a booking fee. A deposit is needed to hold the space and full payment is required 7+ days before the booking.

Booking Times are set at 180 minutes for Lunch service and 240minutes for evening service. Should you wish to remain longer please indicate in the notes section when booking (*We cannot guarantee an increase on your booking time during busy periods.

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 Charge \$25 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.

We are unable to take payments over the phone. All payments need to be made by direct payment to the HS bank account.

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.

These hiring the venue/spaces are required to sign an agreement stating they understand and will abide by the Hello Sailor Terms and Conditions & Policies

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 adhere 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 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.

The use of illicit drugs is not permitted, those found using drugs will be reported to the Police.

Bank Acc Details

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

