

RYDGES

WORLD SQUARE

In response to the recent outbreak of COVID-19 (a Novel Coronavirus) the Event Hospitality and Entertainment's Risk Team (based at our head office) are continually monitoring and responding to the latest guidance provided and updated daily by The Australian and New Zealand Government Department of Health's advice. Our guests' safety and wellbeing are of the utmost importance.

The below control measures have been implemented at Rydges World Square to ensure that it is able to provide a safe environment for its guests, customers, visitors and staff;

- Key signage and collateral (hygiene/hand washing) have been placed throughout the hotel, as reminders to the requirements. This includes, but not limited to (entry, exits, lifts, F&B outlets, reception, conferencing, restaurant and bar).
- Signage and collateral has been developed in line with WHO and Australian Government Health Department guidance to ensure the correct hand hygiene techniques are used.
- Hand sanitiser units have been placed in key areas of the hotel. Rydges World Square has procured hand sanitiser, which is in compliance with TGA requirements.
- Rydges World Square has adopted procedures that replicate cleaning and disinfecting guideline requirements outlined by Safe Work Australia.

Physical/Social Distancing:

Rydges World Square will promote and reinforce the Government physical/social distancing guidance for staff, guests, contractors and visitors will be reminded of the Government requirements that people Physical Distancing (also referred to as 'social distancing' themselves from others). There will be key Collateral and Signage displayed throughout the hotel, to ensure that Physical/Social Distancing measures are followed in line with the current Government advice.

Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all staff based on their role and responsibilities and in adherence to state or local regulations and guidance.

Conference and Events:

- Guests will enter the hotel through automated doors.
- If luggage services are required, trollies and luggage carts will be sanitised after each use
- Sanitiser will be available at all hotel entrances, registration tables and catering stations.
- To ensure social distancing is maintained delineations will be marked to provide appropriate distance between guests/clients. This will include check in/check out, lifts, restaurant, bar, conference and event spaces.
- If credit card terminals are to be used, each terminal will be sprayed with disinfectant after each guest use.
- Room keys will have gone through a sanitisation process prior to being issues. A collection box/drop box will be present for all check out guests.
- Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on state recommendations.
- Dining tables, bar tops, stools and chairs to be sanitised after each sitting.

General Terms and Conditions

Please note the below statement overrides the below cancellations policy during the COVID-19 outbreak.

CORONAVIRUS UPDATE:

Rydges pride itself on the care we take of our delegates and guests. We are monitoring the coronavirus (COVID-19) situation and doing everything we can to ensure everyone remains healthy and safe. We're flexible and we're here for you. If your event or conference booking needs to be cancelled or changed then we are able to offer flexibility on the following basis:

- Group blocks of up to 30 room nights are fully flexible until 24 hours prior to arrival - valid for dates until the 31st December 2022.
- Group's blocks larger than 30 rooms, standard hotel terms and conditions apply.
- Catered events require 3 business days' notice for a full refund until the 31st December 2022**
- Non-catered events require 24 hours notice for a full refund until the 31st December 2022**

Please reach out to our sales team directly at your Hotel to discuss your options further.

**Terms and conditions apply, subject to special event block out dates on a hotel by hotel basis.

CANCELLATION

We would be disappointed if your event was to be cancelled. However, we realise circumstances occasionally make this necessary. Cancellation of function rooms and accommodation must be advised in writing. If the Event is cancelled, the following conditions will apply: -

NOTICE OF 120 DAYS OR LESS:

Event & Catering

Should the entire booking be cancelled by the Client, The Hotel will retain all deposits up until this point. (or see date change clause below).

Accommodation

Up to 25% of rooms held may be cancelled without penalty. Each room booking cancelled in excess of 25% will be subject to a cancellation fee equal to 10% of the contract rate. All cancellations must be received in writing and must be re-confirmed by the Hotel.

NOTICE OF 90 DAYS OR LESS:

Event & Catering

Should the entire booking be cancelled by the Client, The Hotel will retain all deposits up until this point and a further cancellation fee equal to 20% of the total value of the event.

Accommodation

Up to 20% of rooms may be cancelled without penalty. For the remainder, a fee equal to 25% of the contracted accommodation charges will be payable on all cancelled room nights. All cancellations must be received in writing and must be re-confirmed by the Hotel.

NOTICE OF 60 DAYS OR LESS:

Event & Catering

In the event of a cancellation made within 60 days of the event full room hire will be charged along with 50% of food & beverage items.

Accommodation

Up to 15% of rooms may be cancelled without penalty. Each room booking cancelled in excess of 15% will be subject to a cancellation fee equal to 50% of the contracted accommodation charges will be payable on all cancelled room nights. All cancellations must be received in writing and must be re-confirmed by the Hotel

NOTICE OF 30 DAYS OR LESS:

Event & Catering

In the event of a cancellation made as late as less than 30 days to the function date, full payment of the estimated cost of the event will be incurred.

Accommodation.

Each room night cancelled will be subject to a cancellation charge equal to the full accommodation component (100%). Any additional rooms will be on a request basis at the best available rate, subject to availability. All cancellations must be received in writing and must be re-confirmed by the Hotel.

NO SHOWS "No Shows" will be subject to a minimum charge of one night's room charge, to a maximum of all room nights booked, at the contracted rate for the entire stay.

EVENT SLIPPAGE

Up to 5% of the room hire, food and beverage components can be cancelled by the Client more than 120 days before the first day of the Event without penalty. Any cancellation in excess of 5% will be charged by The Hotel to the Client at the contracted rate with the final deposit payment.

CHANGE OF DATE (POSTPONEMENT)

The Hotel understands that you may need to change the date of your event. The hotel will attempt to be flexible with any changes of date where space is available. Provided the hotel is advised 90 days prior to the event, 20% of the deposit will be retained as cancellation fee and the remaining deposit will be allocated to the new event. Postponement is only valid for 6 months from the original date and a new date will need to be provided upon postponement. The Hotel will only accept one postponement per event. Cancellation terms will apply outside the 6-month period. Please be aware that all events postponed are subject to new packages, prices and conditions- a new agreement will apply.

CANCELLATION OF OUTSIDE SERVICES:

If any services are procured or booked by us at your request and on your behalf for your event, including such services as transport, entertainment, equipment, decorations and accommodation at other establishments, and subsequently are cancelled, you will be responsible and must pay the full charge incurred by us for these services.

DIETARY REQUIREMENTS & ALLERGIES

Our Executive Chef will be able to accommodate most special dietary requirements. For any dietary requests requiring specialised food/attention surcharges will apply. Please note that some dishes may contain traces of allergens that could have implications for patrons with food related allergies, health conditions or intolerances. Although we will endeavour to accommodate all guest dietary and allergy needs, The Hotel cannot be held responsible for any harm suffered from the presence of these traces, and the Client releases and indemnifies The Hotel in respect of any claims.

OVERNIGHT HOLD / BUMP IN

Once we have confirmed dates, Bump-in is as per the above noted times in the schedule, should the client require access earlier than the above stated timings they must contact The Hotel as soon as possible. Earlier access is subject to availability and may incur additional costs (i.e. access time to be confirmed, dependent of the use of this room by another client.) A Hotel staff member is provided for guaranteed bump-ins. Please note if you have not opted to hold your function room overnight or for any period prior to commencement this may result in another event using the space outside of the above mentioned, contracted hours. All equipment must be packed down and stored (our staff will assist) at the finishing time mentioned above.

BUMP OUT

The Hotel is permitted to reset, clear or set up during bump out times of the Event. Other clients are allowed to enter the function spaces during this time with permission from the event operations staff.

CATERING

All menu prices are current as of the date they were issued by The Hotel. However, the prices may be subject to increase at The Hotels discretion in order to meet rising costs. Note, no food may be brought into the Hotel by any party, due to health regulations.

The Hotel will take all necessary care to deliver special allocated meals to individual guests, however The Hotel does not take any responsibility should the guests move during food or beverage service for any misplaced meals. Further The Hotel will not be held accountable if the quality of food or beverage has been compromised due to guests' absence during servicing times.

Your Rydges Experience...

R Y D G E S

WORLD SQUARE

General Terms and Conditions

BEVERAGE

Unless with prior notice no beverages may be brought into the Hotel by any party. The Hotel adheres to responsible service practices as prescribed under the Liquor Act. Alcohol will be denied to any one deemed to be under age or intoxicated.

CHANGE OF ROOM SET UP

Should there be a room layout change or re-set within 48hrs of the start date a re-set fee will apply and price will be determined upon scope of work.

ROOM ASSIGNMENT

If the room reserved for the Event cannot be made available to the Client the Hotel reserves the right to substitute similar or comparable rooms for the Event, which substitute shall be deemed by the Client as full performance of The Hotel obligations under this Agreement. This applies to accommodation and function rooms. Please note that event space reserved during the days is subjected to rebooking for the evening Event, unless alternate arrangements have been made with The Hotel.

SURCHARGES

A public holiday surcharges may apply. Should the event extend past midnight or run beyond the agreed finishing time, a surcharge may also apply, please check with your event coordinator.

CONDUCT OF Outside Contractors

For the Events all outside contractors must be approved by the Hotel's Event and Catering Coordinator in all matters concerning delivering, set-ups and breakdowns. All contractors engaged by the Client must have public liability insurance, and provide to the hotel evidence of such insurance before entering the Hotel.

Delivery and Collection of Goods

The Hotel will only accept delivery of goods during the three working days prior to the Event and all goods must be collected within twenty-four hours after the Event. All goods are to be delivered to the Hotel loading dock between 9.00am and 12.00pm Monday to Friday except where a public holiday falls through the week. The Hotel will not accept responsibility for any items delivered or left for collection outside of these times.

Displays and Signage

No items are to be attached, pinned, nailed, screwed, stapled or glued to the wall, door or other surfaces of any area in the Hotel. Signage in the Hotel public areas are to be kept to a minimum and must be approved in advance by the Hotel Management.

Indemnity

The Client indemnifies The Hotel and all its employees, agents and related bodies corporate against all loss, damage, claims, destruction, harm, injury, cost or expense caused:

- a) To the Hotel;
 - b) To any of The Hotel property, equipment or goods;
 - c) To any of The Hotel employee, agents or contractors;
 - d) To any of the Client's guests, employees, agents or contractors,
- that is caused by or contributed to by:

1. any breach of this Agreement by the Client;
2. any negligence, misconduct or breach of law by the Client; or
3. any wrongful act or omission of the Client or the Client's guests, employees, agents or contractors.

FORCE MAJEURE

The Hotel or the Client will not be in breach of this Agreement and will not have any liability to the other party whatsoever in respect of the Event if it is prevented from complying with any of its obligations under this Agreement by reason of Force Majeure which occurs:

- a. prior to the date(s) of the Event and the parties (acting reasonably and in good faith) agree that the event of Force Majeure will or is likely to continue past the date(s) of the Event; or
- b. on the date(s) of the Event.

In the event of Force Majeure the parties may, acting reasonably and in good faith, discuss and negotiate to postpone the date(s) of the Event. If the parties (acting reasonably and in good faith) fail to reach any agreement on the postponement of the Event, either party has the right to immediately terminate the Event and the Hotel will refund any deposits paid by the Client, provided that neither party is entitled to any further claim whatsoever against the other party. Such termination is without prejudice to either party's rights in respect of any antecedent breach or matter.

"Force Majeure" means any act, event or circumstance beyond the reasonable control of a party which has a substantial impact on such party or in the case of the Hotel, the tourist and/or hotel industry in the geographical market in which the Hotel operates, which act could include, without limitation, casualties, war, rebellion, revolution, blockades, riots, insurrection, strikes, lockouts, labour or industrial problems, civil unrest, embargoes, domestic or international disturbance, acts of terrorism, outbreak of disease, virus, pandemics or epidemics, world and/or regional health threats, loss or substantial reduction in major airline services, governmental actions or delays, fire, hurricanes, earthquakes, storms, floods, other natural catastrophes or severe weather conditions or acts of God, travel or health advisories, orders or recommendations issued by any relevant government authorities or international bodies or agencies, or damage or destruction of the Hotel.

Insurance

It is the Client's responsibility to take out their own insurance for all items belonging to the Client, its employees, guests or contractors for the period those items are in the Hotel. The Hotel will take reasonable care to ensure the safety of equipment and property; however, will accept no responsibility for damages or theft. If the Client is conducting or organising any activities or entertainment during the Event for its guests, it is recommended the Client take out public liability insurance with a minimum limit of \$5,000,000.

Liability

The Hotel excludes all liability for any loss of profit, loss of revenue or any consequential or indirect damages in any way in connection with this Agreement or the Event. To the fullest extent permitted by law, other than as expressly specified in this Agreement the Hotel excludes all warranties and representations (implied or otherwise). The Hotel maximum liability to the Client in connection with any matter relating to this Agreement is limited to an amount equal to the total fees and charges paid by the Client in respect of the Event. If the Client has suffered property loss or personal injury during the Event, then The Hotel will be responsible for compensating the Client to the value of its loss or injury, provided that the Client can prove that the loss or injury was solely caused by the gross negligence or wilful misconduct of The Hotel. If The Hotel has reason to believe that the Event or any aspect thereof will affect the smooth running of the Hotel, its security or reputation, The Hotel reserves the right to cancel the Event immediately without any further liability to the Client.

AV Services

Where the Client wishes to use the services of a third party supplier to provide Audio Visual services or equipment for the Event, then The Hotel will charge the Client for any associated costs such as onsite labour by The Hotel staff or the use of The Hotel facilities, storage or equipment

OUTSTANDINGS

Should any amount relating to the client's event remain unpaid and require the services of a debt collection agency, we reserve our rights to pass on expenses relating to the collection of unpaid debts, in full, to the client.

DRESS CODE

Tidy dress is required in all restaurants or lounge bars. Guests may be denied access at the discretion of management or security.

Your Rydges Experience...

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The person executing this Agreement on behalf of the Client represents and warrants that he or she is duly authorised by the Client to execute this Agreement.

Signed for and on behalf of:

Name: _____

Title: _____

Company: _____

Address: _____

Signature: _____

Date: _____

ABN: _____

By signing, dating and returning a copy of this Agreement and terms and conditions the Client has read, understands and agrees to this Agreement and the Terms and Conditions for Events at the Hotel.