



Functions & Events

Terms and Conditions

BOOKINGS & PAYMENT

Bookings will only be confirmed once this booking form is fully completed and the non-refundable deposit amount of \$200 is received.

Full payment is due 7 days prior to your event. Final numbers must be confirmed at that time.

Date changes for groups permitted with 3 days minimum notice.

For Murder Mystery Parties, any changes in guest numbers within 7 days of the party may require a restructure of the game. Please see your booking coordinator for further information.

CANCELLATIONS

While we understand that unforeseen circumstances can arise, the following conditions apply to any reschedules or cancellations:

- Cancellations and reschedules must be received in writing and confirmed by Zero Latency Gold Coast
- Cancellations made 7 days prior to the event date will forfeit their deposit
- Event dates can be rescheduled with a minimum 3 days' notice and new dates are subject to availability
- Catering cancellations may incur a fee and will be subject to the catering company's terms.

We do not accept last minute cancellations. If you have any issues with your booking leading up to your event, please contact us directly.

CATERING

All catering orders and final numbers must be confirmed no later than 48 hours prior to the event.

Bringing your own food is subject to prior approval. If bringing your own food, please be sure to supply all utensils needed (cutlery, napkins etc) as we do not have any available onsite. Due to limited space, we cannot refrigerate food items except cake. We accept no responsibility for any damage that may occur during handling. If your function leaves a significant mess behind you may be invoiced a cleaning fee.

DUTY OF CARE & RSA

Zero Latency Gold Coast takes your safety, the safety of our staff and other guests very seriously and are committed to maintaining a safe environment for our guests at all times. We assume responsibility for all persons in the venue and reserve the right to refuse entry, refuse service or remove any person that management feels is behaving in an unacceptable



manner. As the person making the booking, you are financially liable for any damage sustained or loss incurred to Zero Latency Gold Coast property, fixtures or fittings, through your own actions or those of your guests.

Please note that if you are including any virtual reality game experiences into your event package, **we will not permit intoxicated players or those under the influence of substances to play.**

While our staff will take the greatest care, no responsibility will be taken for damage to or loss of goods left on the premises prior to, during or after your event. Lost and found items are kept for 10 days before they are disposed of.

MINORS & ID

All guests attending must produce an acceptable form of ID approved by QLD Government when purchasing alcohol.

Minors are accepted in the event space however, they must be accompanied by and in the immediate presence of a parent or a responsible guardian at all times.

ACCESSIBILITY

Our function space **does not have wheelchair access** due to the size and entry to the space is made via stairs only. Please enquire if you need any further information regarding accessibility.

TRANSPORT & PARKING

Zero Latency Gold Coast is located at 34 Smith Street, Southport, Gold Coast, QLD. We offer free onsite parking that is first come first serve basis. There are various public transport options available.

DECORATIONS

For Murdery Mystery Parties, all decorations will be provided. Please enquire to discuss any additions to decor.

For all other events, the function space may be decorated as long as the below requirements are met:

- Please see your booking coordinator to arrange a time to decorate/drop off supplies. All bump in and out times must be approved prior to the event
- Any external vendors must be pre-approved by Zero Latency Gold Coast and will be required to provide any relevant insurances and licenses
- No hooks, screws or tape are to be used anywhere in the function space
- We do not allow glitter or confetti
- Please note that any decorations left at the end of the function will be disposed of unless otherwise agreed to and stated in writing prior to the event
- Any damage to the function area may incur an appropriate invoice for repairs



- Management reserves the right to remove any decorations deemed to be inappropriate

DRESS

If booked for any of our VR attractions: please note they are active experiences so ensure you wear light, comfortable clothes and appropriate footwear (ie. no high heels). For more information on virtual reality game FAQs please see [this link](#).

MUSIC, AUDIO VISUAL & EQUIPMENT

The following equipment is included in the hire price:

- Tables, chairs.

Please see below for items that can be hired:

- \$350/day option AV add on including use of microphone, projector, lectern and speakers.

Music levels must not exceed 75 dBc and all music must be turned off at 12pm.

Noise levels will be monitored by the Zero Latency team throughout your event to ensure that the above levels are adhered to. Zero Latency reserves the right to adjust the volume to the required decibel limit. Failure to comply with the above terms will result in all music being turned off.

By paying a deposit and/or signing this form you acknowledge that you have read, understood and agree to all of the terms and conditions outlined in this agreement.

First Name: _____

Last name: _____

Signature: _____

Date: _____