



## GOLD COAST TURF CLUB

“Racing every Saturday in Paradise”

### *Function booking information, terms & conditions*

#### RESERVATIONS, PAYMENTS & GUEST NUMBERS

A non-refundable deposit of 10% of the total catering amount or \$200.00, whichever is greater, is required to secure a function reservation. The balance of payment & final guest numbers is required by no later than nine (9) days prior to function date. Please note we do not "hold" dates or take tentative bookings.

#### \* N.B. Special conditions for bookings of greater than 200 guests (or 150+ during October to December)

Bookings as per above will be required to pay a second deposit, being 50% of the total agreed catering package. This will be due no later than two (2) months prior to the function date. At this time written confirmation of your minimum guest numbers must be forwarded. Final payment and guest numbers will be required twenty-one (21) days prior to the function. Please note that you will be charged for your minimum guest numbers and any payments will be not refunded should the function numbers fail to meet the confirmed number of guests.

Bookings will be confirmed upon receipt of a deposit. All payments can be made by cheque, money order, cash or credit card i.e. **VISA, American Express, Mastercard and Bankcard**. All cheques and money orders should be made payable to the **Gold Coast Turf Club Limited**. If a deposit payment is made by cheque, the function will not be confirmed until the cheque has cleared. Please allow five (5) working days for the cheque to clear.

#### TICKETING

Ticketing will be forwarded after a deposit is received. The perforated section of the ticket will gain function guests entry to the racecourse while the remainder needs to be displayed to allow security and staff to identify guests as they enter the function venue. Any unused tickets must be returned with the final payment. **The Gold Coast Turf Club will take no responsibility for lost or stolen tickets.**

#### MENU CONFIRMATION

All menus must be confirmed at least two (2) weeks prior to the function date. The Club reserves the right to substitute dishes if seasonal influence results in ingredient unavailability.

To request a copy of our current beverage list, please contact our functions department on 07 5538 1599 or email [functions@goldcoastturf.com.au](mailto:functions@goldcoastturf.com.au).

#### PRICING

All prices quoted are subject to change. A deposit will secure the menu at the time the price is quoted.

#### CHILDREN

Children may attend functions under the condition they must not be left unattended and must be supervised by a parent or legal guardian at all times.

It is against the law for persons under the age of eighteen (18) to consume alcohol or gamble. In relation to catering menus children under the age of twelve (12) will be charged at half price while children under the age of five (5) will not be charged.

Please note, these children do not contribute to the minimum required number of guests.

#### EXTRAS

Racebooks can be supplied at a cost of \$3.50 each. Flowers, centrepieces, helium balloons and chair covers can be organised for you for that special occasion! Price on application. Please note that table sprinkles, confetti & crepe paper are strictly prohibited.

#### PARKING

Raceday function guests can utilise the public carparks located on Racecourse Drive. If travelling north along Racecourse Drive the carparks are located on the left-hand side adjacent to the Magic Millions Complex. Please note that function tickets (excluding Winner's Circle) do not allow guests to park in the Members Carpark.

#### FUNCTION GUEST ENTRANCE

All functions guests should proceed to the main turnstiles. Upon presentation of the function venue ticket, gate staff will tear off the bottom portion of the ticket and admit guests through the turnstiles. Function venue signage is located on the grandstand with a map of the club located on the left hand side as guests pass through the turnstiles.

#### BEVERAGE FACILITIES

Beverage facilities in function venues are generally available from 11.30 a.m. and will cease approximately fifteen (15) to thirty (30) minutes after the last local race.



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### ACCOUNTS FOR BEVERAGES

For groups wishing to run an account for beverages, please notify our functions staff when your final payment is due. A cash payment can be made in advance or alternatively a credit card can be given prior to your race day, and a final account will be processed at the completion of the function.

### RESPONSIBLE SERVICE OF ALCOHOL

The Club has taken measures to ensure that patrons enjoy alcohol without danger to themselves, fellow patrons and staff. Staff have been trained in the practices of R.S.A. and management supports the actions of staff in refusing service to intoxicated, disorderly or underage patrons .

A few house rules include;

- No jugs of spirits
- No double measures of spirits or liqueurs
- No jugs of beer will be served after 4.00pm
- Maximum of 4 drinks per customer - may be revised during the day back to 1 or 2
- No full bottles of wine will be sold after 4.00pm (at the discretion of management)

### ENTERTAINMENT

Power requirements, entry to the course, parking, bump in & bump out must be organised with the Functions & Events Coordinator prior to the raceday. All electrical equipment must comply with the relevant Australian Standards, including but not limited to, Workplace Health & Safety Standards. When booking, please advise our functions staff if you are interested in organising any entertainment.

### DRESS STANDARDS

Persons considered unsuitably attired will be requested to vacate an area in accordance with the rules and By-Laws of the Club. Particular areas have designated dress standards.

### Winners Circle, Paradise Room, The Dome

**Males** - Collared shirt only. No T-shirts, singlets or tracksuits allowed. Tailored dress shorts with belt. Visible socks must be worn with dress shorts. Socks with trousers are not compulsory. Covered footwear must be worn (thongs are not permitted).

**Females** - Blouse and slacks/skirt, slack suit or dress. Footwear does not include thongs.

### ATM & EFTPOS FACILITIES

There are two (2) Automatic Tellers Machines (ATM's) located on the ground floor outside the Concept Sports merchandising shop. EFTPOS facilities are also located in the main tote on the ground floor and in the member's area on the ground floor.

### WHEELCHAIR ACCESS

All function venues have wheelchair access. Please consult the club's Function Coordinator for the best access points.

### NON-SMOKING POLICY

Please note that Queensland's new tobacco laws prohibits smoking in any area of the Gold Coast Turf Club where food and drink is sold. As a result, smoking is prohibited in all areas of the Club's grounds aside from the 'designated smoking areas'. No food or drink is permitted in either of these areas;

Southern End: The Outlook, located on the first floor to the southern end of the grandstand seating

Northern End: Behind Surf & Turf, follow the signs to the Pat Murray Equine Racing Complex (stables). Left side as you enter the main entrance turnstiles.

### CANCELLATION OF THE RACES DUE TO BAD WEATHER

If a race meeting is cancelled prior to a race being run, it is left to the client's discretion whether the function will continue or be cancelled. If the races are cancelled The Gold Coast Turf Club will usually hold a Phantom Race meeting. A Phantom Meeting is held when the condition of the track prevents the safe running of the event. The Club will provide betting facilities for all other local and interstate meetings. Full monies will be refunded to the client for a cancelled function under these circumstances. If a race is run and then the meeting is cancelled the function will go ahead regardless.

### COMPLAINTS PROCEDURE

The Club has an established complaint procedure. This procedure is:

- Minor concerns should be expressed to the Supervisor/Manager on duty in the area in which the complaint arose (eg. bar, restaurant, tote)
- If minor concerns are dealt with unsatisfactorily, then a formal complaint must be put in writing to the Chief Executive Officer of the Club
- Major concerns (ie. a breach of law, anti-discrimination claims) must be made in writing and addressed to the Chief Executive Officer of the Club.

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