



Karstens

Mediation Terms & Conditions

1. **Bookings** – After receiving your quote, you will need to confirm your booking, please note that no rooms are being held until your room booking is confirmed.
2. **Confirmation** – A mediation is confirmed when Karstens receives the “booking or quote form” dated and signed returned by e-mail or electronically confirmed through our online confirmation form.
3. **Cancellations** – Cancellations need to be notified by e-mail. No cancellations charges apply for mediations cancelled 15 days before the mediation date. Fourteen (**14**) days or less from mediation date cannot be cancelled, rescheduled, or moved and will be charged 100% of quoted cost.
4. **Final Details** - Menus, beverage arrangements, audio visual requirements, room set-ups, starting and finishing times must be confirmed at least 3 working days prior to the event.
5. **Commencement and Vacating of Rooms** - The Client agrees to begin the mediation and vacate the designated conference space at the scheduled times agreed upon. Karstens charges a \$150.00 per hour additional fee for bookings that run over the agreed time as per function detail sheet.
6. **Guaranteed Numbers** - Guaranteed number of participants are required a minimum of 3 working days prior to the event. Charges will be based on guaranteed numbers or final head count, whichever is greater.
7. **Payment** – Payment is due prior to or on the day of your mediation. Payments not received within 30 days after the mediation will incur a 2% monthly interest charge. Any costs associated with debt collection are charged to the client. Please note: If Karstens is unable to recover the account contribution from the other party as a result of splitting the invoice, as you (the booking party – and therefore responsible for the full amount) have requested, then we will hold you (the booking party) responsible to pay for the total full invoiced amount.
8. **Prices** - Will be confirmed by email as detailed in the “Booking Form”.
9. **Security** - Management will not accept responsibility for the loss or damage to equipment or merchandise left on the premises prior to, during, or after the function. Our manager will be pleased to discuss arrangements with you.
10. **Compliance** - Clients will be responsible to ensure the orderly behavior of their guests and Management reserves the right to intervene where it sees fit.
11. **Damages** - Clients will assume responsibility for any and all damages caused during the function by any of their guests or any other person attending the event.
12. **External Caterers** - Clients are not permitted to bring in their own caterers or beverages unless prior arrangements with Management have been made. A charge will apply in the event permission is given.
13. **Substitute Rooms** - Management reserves the right to assign another room of similar standard or better to that previously booked at no additional cost for the mediation. In the event the room originally designated for such mediation is not available or inappropriate in the opinion of Management.
14. **Displays and signage** - Nothing is to be nailed, screwed or adhered in any way to any wall, door or other part of the building unless prior permission is granted by Management.
15. **Deliveries** - Equipment or manuals delivered for a mediation must be directed to the attention of the conference coordinator with the mediation name and date clearly stated. Equipment or manuals delivered prior to the start of the function cannot be stored unless prior arrangements have been made. All deliveries should be made to Melbourne: level 9, 123 Queen Street, VIC 3000; Sydney: level 1, 111 Harrington Street, The Rocks, NSW 2000; Brisbane: level 24, 215 Adelaide Street, QLD 4000, Perth: level 1/111 St. Georges Terrace, Perth WA 6000, Adelaide: 11/22 King William Street, SA 5000; between 8.00am - 5.00pm Monday to Friday.

16. **Circumstances beyond the control of Karstens** - Should Karstens be unable to provide for your mediation due to circumstances beyond our control, Management is not responsible for any costs, damages or expenses that you may suffer or incur.
17. **Items not collected** - Any items that have not been collected after the event will be disposed of within 14 days