

TERMS AND CONDITIONS

All guests must comply with Pier One Sydney Harbour's
RSA Standards and Code of Conduct (See next page).

A \$300 deposit is required at the time of booking.
A 50% cancellation fee applies if cancelled within 8 days of booking.

Bookable for maximum 14 socially-distanced

Booking durations are strictly 2.5 hours.
Failure to depart on time incurs a \$500 penalty fee.

A hire fee applies. A minimum spend on food and drinks applies.
Any remaining minimum spend balance will be charged as additional hire fee.

Food & drinks must be pre-ordered at least 4 days prior to booking.
If no pre-order is received, the default food package will be automatically
applied to the booking and minimum spend.

No BYO food or drink permitted. A \$500 penalty fee applies if found.
An exception is made for cakes, however Pier One takes no responsibility
for any claim of sickness related to cakes provided by an external source.

No DJs or external entertainment permitted.

A \$200 cleaning fee applies if any external decorations/rubbish are left behind.

For guest and staff safety, access to the suite by our wait staff and
security will be regular and entry to the suite must be permitted at all times.

A 10% Public Holiday surcharge applies.

If booking an overnight stay, only two guests are permitted to stay in the
suite past 9:30 pm. All other guests must depart the room at 9:30 pm.
An overnight fee applies. If staying overnight, 10:00 am check-out time applies.
A \$500 late check-out fee applies if checked out after 10:00 am.

No smoking anywhere in the suite and on the balcony.
A \$500 penalty fee applies.

Signature:

CODE OF CONDUCT

We want all of our guests at Pier One Sydney Harbour to have a memorable experience. With a few standard rules in place, we can all have a good time!

- Let's Be COVID-Safe — We will only permit up to 14 guests to enjoy the suite experience
- Be A Good Neighbour— We do have other guests staying at the hotel and we want them to enjoy their time as much as you do. Please be respectful in regards to noise, language and behavior at all times.
- Don't Be Sloppy - We practice the Responsible Service of Alcohol. We have a great menu of non-alcoholic and low-alcohol cocktails available and plenty of delicious food. In case of intoxication, service of alcohol will stop for the whole group and guests may be asked to leave. Photo ID will be requested if guests look under 25 years of age.
- No BYO - The Suite Experience is a licensed venue. No BYO food or drinks are permitted. You may be asked to check large bags on arrival, and bag inspections may occur on arrival to the suite.
- Follow The Law - In the case that illicit substances are present, any unsavoury behavior or any situation deemed as a potential safety threat to others takes place, we will have to ask you to leave. No smoking is permitted.
- R.E.S.P.E.C.T. - The hotel was recently renovated and we will have to charge you for any missing or damaged items. Please treat our staff with respect, they will be in the suite to serve you throughout your session.
- Sleepover! - If you've chosen the "overnight stay" in this suite, all of your friends will have to leave by 9:30 pm. You and your plus one can enjoy the suite after that. If the extra guests do not vacate the suite at 9:30 pm, you will be charged a \$500 late fee. Check-out is at 10:00 am tomorrow morning, late fess will be charged for failure to check-out on time.

If you or your guests do not follow the Code of Conduct we will have to ask you to leave without exception. Unfortunately no refunds will be issued, and costs may apply for cleaning and any repairs needed.

Signature: