



FUNCTION PACKAGE 2023

CUSTOMS
• HOUSE HOTEL •

(02) 4925 2585

functions@customshouse.net.au

www.customshouse.net.au

The Venue

Located on Newcastle's Harbour Foreshore, Customs House Hotel is one of Newcastle's most well known hospitality venues, incorporating a ground floor restaurant and bar, an outdoor beer garden and upstairs function rooms.

Built in 1877 and once housing the Australian Customs offices, Customs House Hotel is a heritage listed building showcasing stunning Italianate Renaissance Revival architecture making it a well known spectacle in the Newcastle CBD for well over a century.

Now owned by locals, Michael & Kim Starkey, Customs House Hotel prides itself on providing the best atmosphere, service & venue for any and all occasions. Our location, food & service is some of the finest Newcastle has to offer.

If you would like to learn more about our venue & offerings please call or email our functions manager on (02) 4925 2585 or email functions@customshouse.net.au



Customs Hall

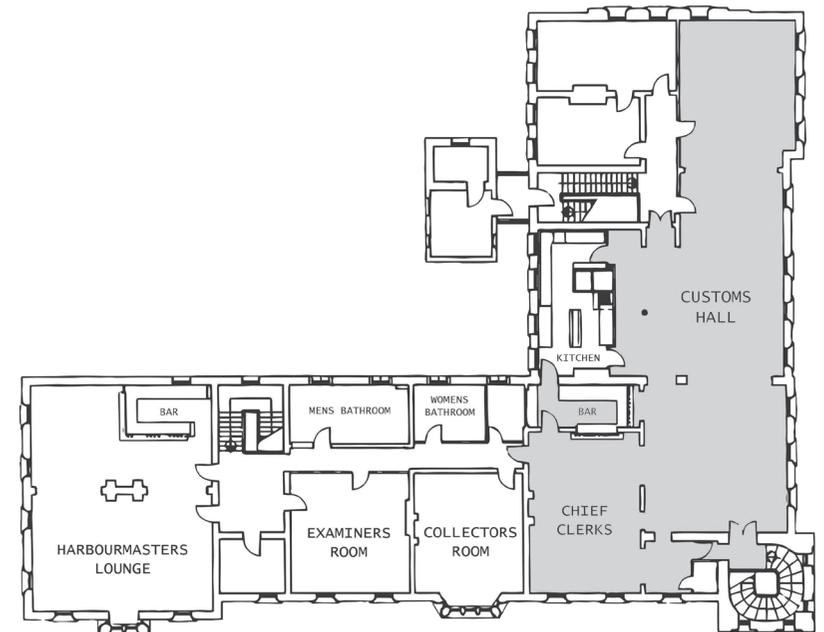
Customs Hall boasts a large open space that is versatile enough to fit 200 guests for a cocktail style event or 140 for a seated function.

With an ornate marble fireplace & a sophisticated bar overlooking the water, don't be surprised if you see a ship or two come in to port!

This space also boasts air-conditioning, a full sound system and a handheld wireless microphone. With the added option of a dance floor to your event, we guarantee you'll have an unforgettable time.

Minimum bar spend applies on a Friday, Saturday and Sunday.

*Please note there is no disabled access to our upstairs spaces.



Harbourmasters Lounge

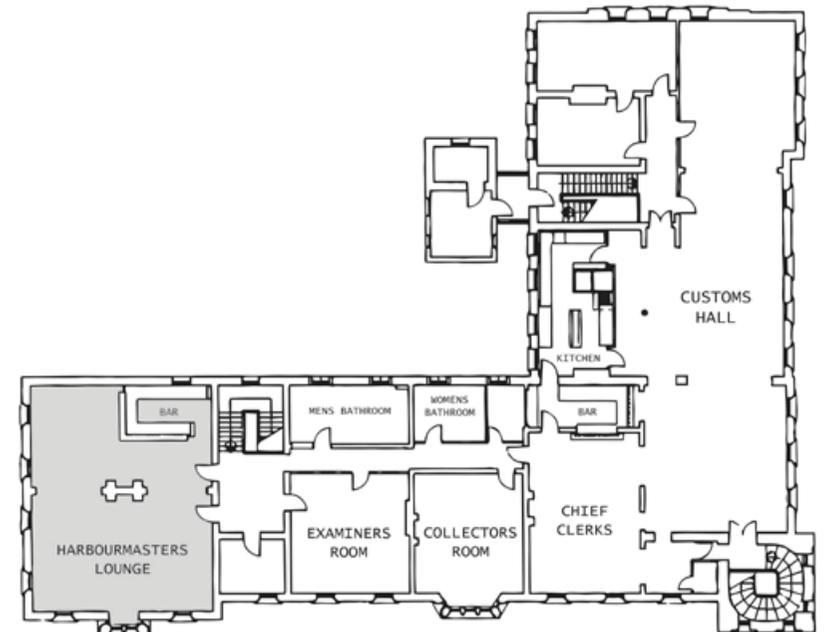
The Harbourmasters Lounge is a fantastic cocktail bar that oozes architectural charm.

With high ceilings, beautiful timber floors & windows overlooking the harbour, this space is sure to lay the perfect backdrop for your event. Not to mention your own private bar & in house sound system.

This space is perfect for cocktail style events for up to 60 guests or 40 for a seated function.

Minimum bar spend applies on a Friday, Saturday and Sunday.

Please note there is no disabled access to our upstairs spaces.





Collectors Room

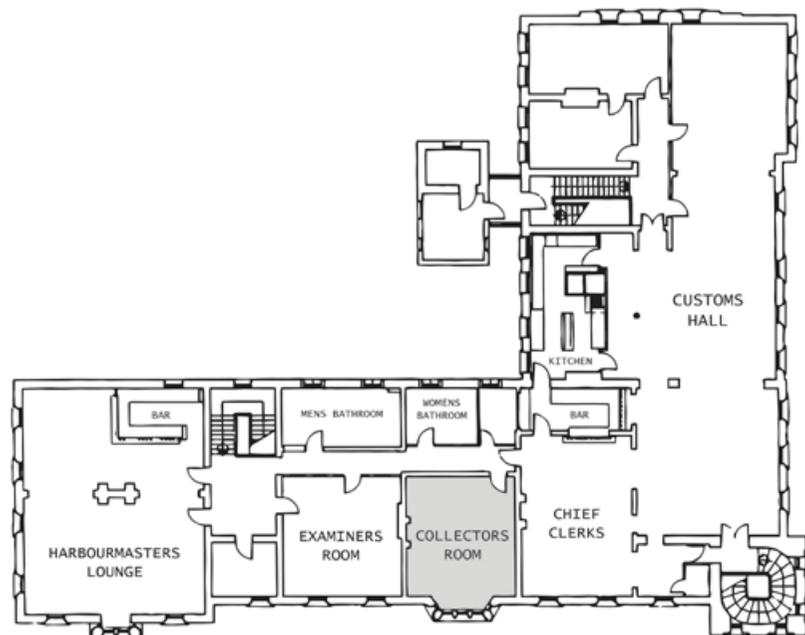
The Collectors Room is a perfectly private dining space situated upstairs.

With a bay window & views out over the beer garden, fountain & courtyard, this space is equal amounts quiet, quaint & charming.

This room fits up to 20 people and is perfect for intimate dining or private corporate functions.

A bluetooth speaker is available in this space.

*Please note there is no disabled access to our upstairs spaces.



Public Hall

Reserving some tables in the Public Hall section of the bar is perfect for casual celebrations that don't need a fully private space.

This area can fit up to 40 guests for a cocktail style event and can be reserved for a period of 3 hours.

TIMESLOTS ARE:

11:30 - 2:30pm 3:00pm - 6:00pm 6:30 - 9:30pm.

This area has no room hire fee but requires a minimum spend on platter food.

We can provide wristbands if you decide to place a bartab for guests. Let us know the tab limit and what you would like to be included.

*As this is not a private space, large decorations are not allowed.



Alternate Drop

TWO COURSES

Freshly baked dinner roll, your selection of 2 entrees & 2 mains, served alternatively

THREE COURSES

Freshly baked dinner roll, your selection of 2 entrees, 2 mains & 2 desserts, served alternatively

CAKEAGE

Your cake, cut and served on platters

OR

Your cake, cut and served individually with a side of cream & couli





Cocktail Party

Choice of:

8 Canapes

10 Canapes

Premium upgrades

Cakeage

The Feast

Begin with your choice of 3 canapes before indulging in your choice of either 2 or 3 proteins, and your chosen number of sides, served share style:

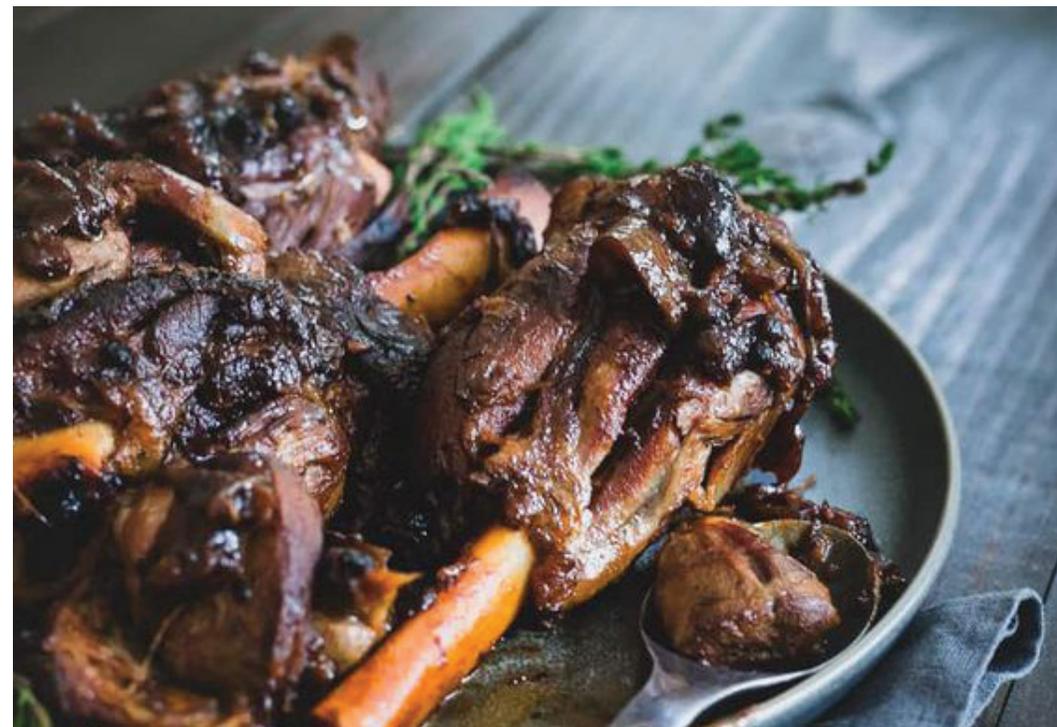
3 standard canapes, warm dinner rolls,
2 proteins, & 3 sides

3 standard canapes, warm dinner rolls,
3 proteins, & 3 sides

Additional sides

Shared desserts

*We cater for all dietary requirements



Platters

Each feeds 8-10 guests.

ANTIPASTO PLATTER

Serrano ham, salami, marinated feta, alto olives, roast capsicum, marinated zucchini, balsamic onions, hummus & lavosh

CHEESE PLATTER

3 cheeses, lavosh, apple & quince paste

AUSSIE PLATTER

Assorted pies, sausage rolls, chiko roll & chips

AMERICAN PLATTER

Buffalo wings, beef croquette, mac and cheese bites & jalapeno bites

MIXED PLATTER

4 cheese arancini, crumbed prawn cutlet, vegetable spring roll, salt & pepper squid

GLUTEN FREE PLATTER

Pumpkin arancini, falafel, savoury vegetarian tartlets & beetroot hummus with gluten free crackers



Grazing

GRAZING TABLE

Barber's Cheddar, quince, prosciutto, Nona's salami, hummus, smoked olives, pickles, nuts and dried fruit, lavosh, sliced baguette

PREMIUM GRAZING TABLE

Kingfisher Brie, Barber's Cheddar, quince, prosciutto, Nona's salami, smoked olives, whipped avocado, house made grissini's, farmhouse terrine, chicken liver pate, pickles, nut and dried fruit, lavosh, sliced baguette

On the Bar

FROM THE NECESSITIES, TO
HIGH END SPIRITS & WINES,
WE HAVE YOU COVERED
FOR ANY STYLE OF EVENT.

BAR TAB

Let us know the tab limit and inclusions and we do the rest. With regular checkin's during the night and the ability to change as you go, a custom-made bar tab is your most flexible drink option.

CASH BAR

Both Customs Hall and the Harbourmasters Lounge are equipped with full cash & EFTPOS facilities allowing your guests to purchase their own drinks throughout the event.

BEVERAGE PACKAGE

Avoid the disappointment of a tab that runs out too fast and opt for a beverage package. Here, you pay a set price per head and receive a full 4 or 5 hours of service with no price caps.



Drinks Packages

Take the guesswork out of paying for drinks. Supply your guests with unlimited alcohol for the duration of your event for just one set price*.

STANDARD PACKAGE

Tyrrell's Moores Creek Brut NV
Tyrrell's Moores Creek Shiraz
Tyrrell's Moores Creek Chardonnay
Tyrrell's Moores Creek Sauv Blanc
Toohey's New, Hahn Super Dry,
XXXX Gold & Young Henrys Cloudy Cider
James Boag Light stubbies
Heineken 0.0 stubbies
Assorted soft drink & juices

AVAILABLE AS EITHER
4 OR 5 HOUR PACKAGES

PREMIUM PACKAGE

Your choice of 4 premium wines

Scarborough Chardonnay
Corte Giara Pino Grigio
Vasse Felix Cab Merlot
Tyrrell's Moores Creek Sparkling Brut
Villa Yolander Prosecco
Jansz Premium Cuvee
Tyrrell's Moores Creek Chardonnay
Margan Chardonnay
Tyrrell's Moores Creek Sauv Blanc
Twin Islands Sauv Blanc
De Iullis Semillon
Tinklers Verdelho
Yalumba Christobels Moscato
Triannes Rose
De Iuliis Cab Sauv
Tyrrell's Moores Creek Shiraz
Rufus Stone Shiraz
Margan Rose
Tinklers Merlot
Yalumba Christobel's Moscato

Your choice of 4 tap beers from our full selection

AVAILABLE AS EITHER
4 OR 5 HOUR PACKAGES

SPIRIT UPGRADE

Bacardi White Rum
Bundaberg Rum
El Jimador Tequila
Jim Beam Bourbon
Larios Gin
Russian Standard Vodka
Teachers Scotch

AVAILABLE AS EITHER
4 OR 5 HOUR PACKAGES

*Standard RSA practice applies.
Available in private function spaces only.
Spirit upgrade only available in conjunction with
either Standard or Premium beverage package



Corporate

WHAT WE OFFER

- Corporate space between 9am and 5pm
- Theatre, boardroom, classroom, cabaret and banquet style set up
- Whiteboard
- Projector and 80" Screen with HDMI input with no sound capacity (presenter must supply own laptop)
- Plasma screen TV with HDMI & USB ports
- Microphone in both Customs Hall & Harbourmasters

CATERING OPTIONS

All packages include a tea & coffee station and morning tea: Fruit platter, house made apple galettes, toasted coconut & raspberry loaf with honeycomb butter

COLD

Lunch - selection of sandwiches & wraps

HOT

Lunch - Hot buffet with 1 protein option and 2 sides and a bread roll

RESTAURANT (25 GUEST CAPACITY)

Lunch - Guests choice from a selection of mains on the day



Package Additions

Additional venue hire only
(prior to midnight)

Additional venue hire and beverage package
(prior to midnight)

Lolly bar

Custom cocktails on arrival

Sunday or Public Holiday Surcharge

Additional canapes

Champagne Tower & Dessert Grazing Table

Dance Floor Hire
(Customs Hall Only)

Conditions

1.CONFIRMATION OF BOOKING

1.a) Your booking is not confirmed until Customs House Hotel has received the following:

- A signed booking form
- Successful payment of your non-refundable room hire

1.b) Any enquiries made up until this point can not be guaranteed.

2.FOOD & BEVERAGE

2.a) Menu & beverage selections are required a minimum of 3 weeks prior to your event. Failure to provide these details by the outlined deadline may result in Customs House making these selections for you.

2.b) We offer the option of either a bar tab, a beverage package or a cash bar, however we do not do subsidised bar tabs.

2.c) All functions must purchase an adequate amount of food as per the expected number of attendees. If Customs House deems that not enough food has been ordered then you will be asked to make additional selections OR we will select additional items on your behalf.

2.d) Due to seasonal changes our prices may vary & catering options are subject to change. We will inform you of changes as soon as possible.

2.e) Customs House Hotel is a fully catered and licensed venue. You are prohibited from bringing in any external food or beverage, with the exception of a cake, which incurs a charge of \$3.00 per guest. Additional fees will be charged for any external food or beverage brought into the venue.

3. MINORS

3.a) Minors are defined as those under the age of 18 years of age, and must be in the company of a parent or guardian over the age of 30 while in the hotel.

3.b) A children's meal is available for \$15.00 on request (ages 1-12)

4. VENDORS

4.a) A meal for photographers, musicians & all service personnel hired for your event will be supplied at \$40 per head.

5. HOUSE POLICIES

5.a) All house policies applicable to the venue are upheld within our function spaces. This includes, but is not limited to, guests keeping shoes on at all times and having appropriate footwear. Failure to abide by any house policies may result in a patron being removed from the venue.

6. FINAL GUEST NUMBERS

- 6.a) You are required to inform us of your final numbers a minimum of 14 days prior to your event. Please ensure you have your guest RSVPs set prior to this date.
- 6.b) If guest numbers reduce, Customs House Hotel reserves the right to vary space accordingly
- 6.c) Your final invoice will be charged according to the guest numbers provided 14 days prior to your event. You are not entitled to a refund for reduced numbers after this date.
- 6.d) If your guest numbers increase within 14 days from your event it is at Customs House's discretion as to whether food and beverage can be supplied for these additional guests.
- 6.e) An administration fee may be applicable to any changes made to your final numbers within 14 days of your event.

7. CANCELLATIONS & POSTPONEMENT

- 7.a) All room hires are non-refundable. Transfer of date conditions are at the discretion of Customs House.
- 7.b) Bookings in November and December incur a \$500 cancellation fee if cancelled within 4 weeks of the event.

8. ROOM ACCESS

- 8.a) Prices for functions are based on a five (5) hour period prior to midnight. Guests are expected to vacate the premises within 30 minutes of bar close or an additional staffing charge will be charged.
- 8.b) You have the option to increase your room hire past the 5 hours if you wish. This must be arranged at least four (4) weeks in advance and is subject to availability.

- 8.c) Vendors & other service members who require prior access will need to contact our functions manager. Access prior to your hired day cannot be guaranteed & if required must be arranged in advance.

9. LOSSES & DAMAGE

- 9.a) Organisers & hosts are responsible for any damage or loss incurred to Customs House Hotel's property, fixtures or fittings through their own actions, contractors or their guests.

Customs House reserves the right to request payment for any damage or loss incurred as a result of guest negligence including, but not limited to:

- Excess cleaning (ie. Damage caused to carpet from food or beverage)
 - False fire alarm as a result of indoor smoking or negligence
 - Breakage of furniture, decorations, or any other fixtures or fittings belonging to Customs House Hotel
 - Damage to the walls both within the function room, in the hallway, and in the stairwell
- 9.b) Any additional fees for losses or damages will be charged to your credit at the conclusion of your event.

10. DECORATIONS

- 10.a) You are welcome to decorate your function room, however please be mindful that Customs House Hotel is a Heritage Listed building and additional fees will apply to any damage caused.
- 10.b) We do not allow any of the following:
- smoke machines
 - confetti or glitter
 - any items to be fixed to our walls (this includes items that are required to be taped or blue-tacked to the wall)
 - Helium balloons not secured on weights
- 10.c) Any decorations supplied by you or one of your vendors MUST be collected by the end of business the day following your event. Any items still remaining at the venue after this will be discarded.

11.FINAL PAYMENTS

- 11.a) Payment is required 7 days prior to your event. Any outstanding charges will be actioned on the credit card supplied.

12. PRICE VARIATIONS

- 12.a) Customs House Hotel makes every effort to ensure prices are maintained, however, due to seasonal product changes prices may vary. We will always ensure they do not go above 10% of our quoted price and you will be notified immediately of any changes which will effect your function.
- 12.b) Our packages are subject to change at any time without prior notice. You will be charged as per the package that was current at the time your booking was confirmed.
- 12.c) A 10% Surcharge applies on Sundays and Public Holidays.

13. SMOKING / VAPING

- 13.a) No smoking or vaping is allowed anywhere inside the hotel, except in our designated smoking area. Guests who do not comply with this rule or are argumentative with staff will be asked to vacate the premises.

14. ILLICIT SUBSTANCES

- 14.a) Customs House Hotel has a ZERO tolerance for illicit substances.
- 14.b) Any patron found under the influence of drugs will be immediately removed from the venue.
- 14.c) Any patron in possession of drugs will be removed from the venue and handed over to the police.

15. RESPONSIBLE SERVICE OF ALCOHOL

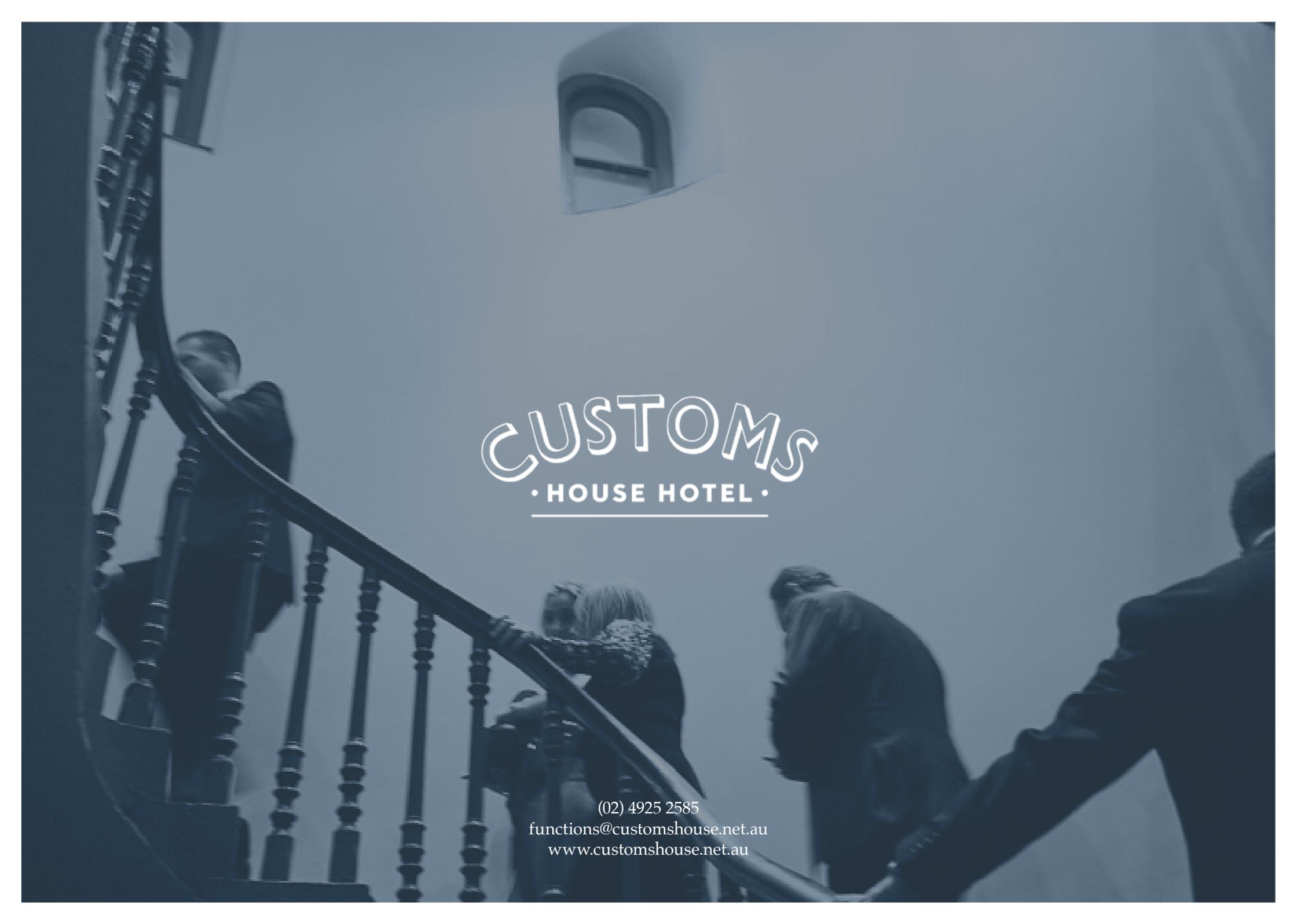
- 15.a) In accordance with Liquor Licence Laws & Responsible Service of Alcohol, Customs House Hotel reserves the right to cease service to any customer showing signs of intoxication. Those intoxicated guests who are argumentative or do not respect this right will be asked to leave the venue.
- 15.b) We will not tolerate any form of antisocial behaviour or actions which pose any risk towards our staff or other patrons.
- 15.c) Customs House Hotel reserves the right to request additional security or RSA personal for large events. Any additional security required will be at the cost of the organiser.

16. ADDITIONAL FEES:

- Excess cleaning fee: From \$250.00
- Fire alarm: \$1,600.00
- Additional security may be required for functions with 80 guests or more. At the discretion of Customs House, security may be required for events with less than 80 guests depending on the nature of the event. Fees are from \$80.00 per hour and may be required for either a portion of the event or for the entire duration of the event.
- Supplying external food and beverage, not provided by Customs House (with the exception of a cake): \$200.00. Customs House reserved the right to refuse any catering that is not purchased from Customs House Hotel.

PLEASE NOTE

It is important that you carefully read through these terms and conditions prior to making your booking with Customs House Hotel. We reserve the right to enforce any of the listed measures necessary for the safety and wellbeing of our patrons, staff, and the venue.



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