



# WEDDING PACKAGE 2024

**CUSTOMS**  
• HOUSE HOTEL •

(02) 4925 2585

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[www.customshouse.net.au](http://www.customshouse.net.au)



# Let's Celebrate!

A big congratulations from all of us here at Customs House Hotel on your engagement! This is such a special and exciting time for you and your partner to share. We thank you for considering us to be apart of your special day.

Here at Customs House Hotel, we pride ourselves on our professional service, amazing food and of course our stunning, unique venue.

Located in the heart of Newcastle with a prime view of the Harbour Foreshore, our venue provides the perfect backdrop for all those special photos and memories that will last a lifetime.

Boasting 3 unique spaces, our venue offers flexibility and the potential for you to create your dream wedding, however that may look.

Owned by Michael & Kim Starkey, Customs House Hotel has its roots deeply ingrained in Newcastle's history. Standing tall and proud since 1877, the now Heritage Listed building boasts interiors sure to blow your guests away.

If you would like to chat more about booking your wedding with us, please contact our events manager:

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[functions@customshouse.net.au](mailto:functions@customshouse.net.au)





# Customs Hall

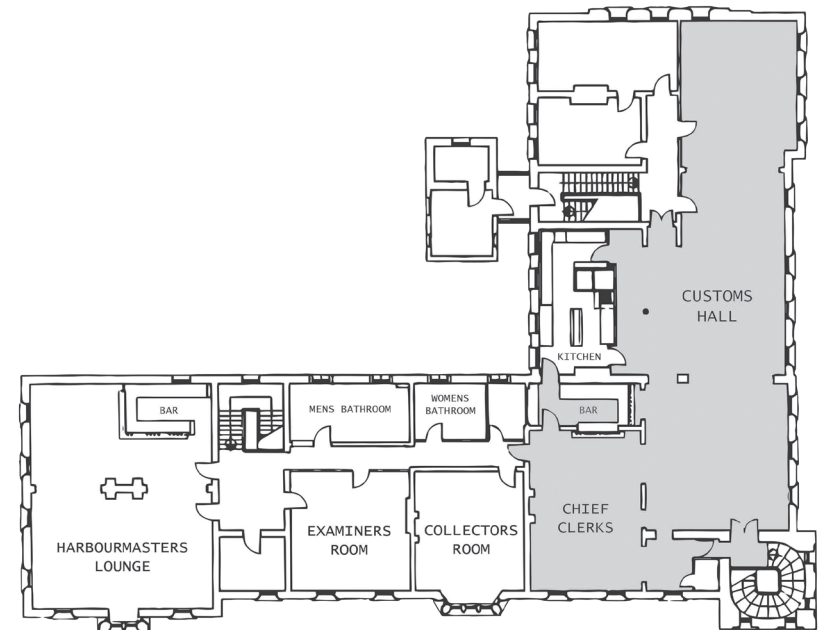
Customs Hall boasts a large open space that is versatile enough to fit 200 guests for a cocktail style wedding or 140 for a more traditional sit down wedding.

With an ornate marble fire place & a sophisticated bar overlooking the water, this space truly has it all. The room is also equipped with fully ducted air-conditioning, with an in-house sound system, handheld wireless microphones and a parquet dance floor, making your booking as inclusive and hassle free as you could want when planning your big day!

Included in your booking is:

- All your seating, tables and furniture
- White linen tablecloths and napkins
- All silverware and glassware set on each place setting

\*Please note that 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 wedding. Also included is a double sided fireplace, an in house sound system and microphone availability.

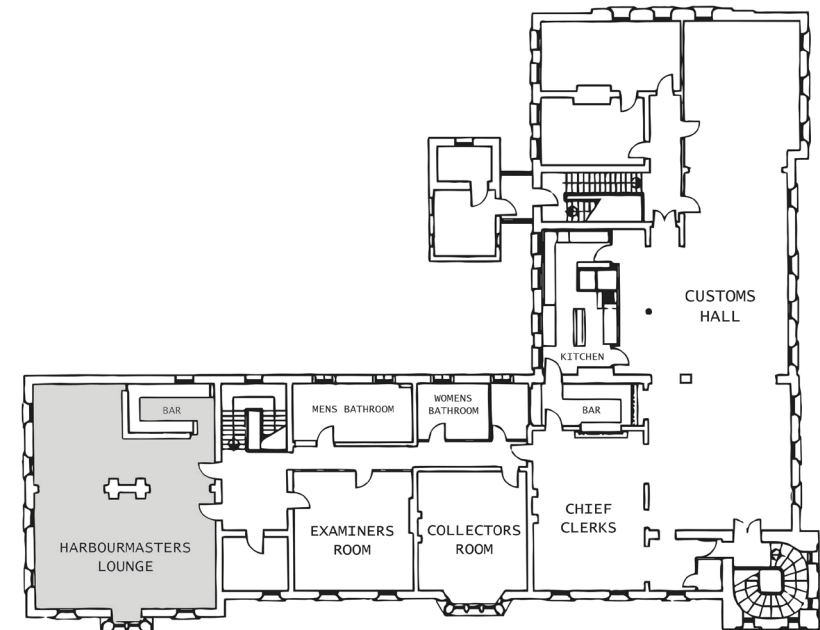
This space is perfect for a cocktail style wedding for up to 60 guests or 40 for a seated dinner.

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Included in your booking is:

- All your seating, tables and furniture
- White linen tablecloths and napkins
- All silverware and glassware set on each place setting

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





# Collectors Room

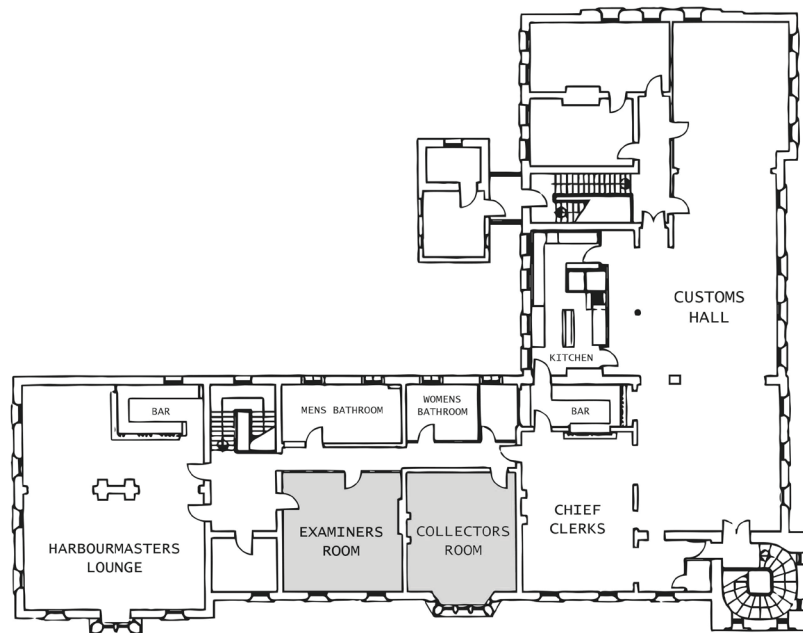
The Collectors Room is the perfect space for a truly intimate gathering. Whether it be a private elopement, ceremony with just those nearest and dearest, or a candle lit sit-down reception, this space will deliver a night to treasure.

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

The room fits up to 30 people for a semi-seated ceremony or 20 people for a seated reception.

A bluetooth speaker is available in this space.

\*There is no disabled access to our upstairs spaces.





# Ceremony Packages



## COLLECTORS ROOM

Inclusions:  
1 hour room hire  
Up to 24 bentwood chairs  
Registry table & chairs

## CUSTOMS HALL

Inclusions:  
1 hour room hire  
70 bentwood chairs  
Registry table & chairs  
1 staff on the bar on arrival (optional)

## HABOURMASTERS LOUNGE

Inclusions:  
1 hour room hire  
40 bentwood chairs  
Registry table & chairs  
1 staff on the bar on arrival (optional)

## OPTIONAL WET WEATHER CEREMONY

A non-refundable 50% deposit of selected ceremony package cost to be paid prior to ceremony

\*Additional chairs are available on request  
\*Limitations apply for 'ceremony only' weddings  
\*Additional fees apply for ceremony and reception to take place in the same room





# Cocktail Package

## INCLUDES:

5 hour room hire

5 hour beverage package

Grazing table

Your choice of 8 canapes from either our standard or premium menu

Wedding cake cut and served on platters

Wishing well

Dance floor (Customs Hall Only)

Tea & coffee station

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## 5 HOUR STANDARD BEVERAGE PACKAGE

Tyrrell's Moores Creek Brut NV

Tyrrell's Moores Creek Chardonnay

Tyrrell's Moores Creek Sauv Blanc

Tyrrell's Moores Creek Shiraz

Toohey's New, Super Dry, XXXX Gold,  
Young Henrys Cloudy Cider,  
James Boag's Light stubbies,  
Heineken 0.0 stubbies

Assorted soft drink & juices

\*We cater for all dietary requirements



# 2 Course Alt Drop Package

## INCLUDES:

5 hour room hire

5 hour beverage package

Your choice of 2 entrees & 2 mains  
served alternatively

Wedding cake cut and served individually

Wishing well & table numbers

Dancefloor (Customs Hall only)

Tea & coffee station

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## 5 HOUR STANDARD BEVERAGE PACKAGE

Tyrrell's Moores Creek Brut NV

Tyrrell's Moores Creek Chardonnay

Tyrrell's Moores Creek Sauv Blanc

Tyrrell's Moores Creek Shiraz

Toohey's New, Super Dry, XXXX Gold,  
Young Henrys Cloudy Cider,  
James Boag's Light stubbies,  
Heineken 0.0 stubbies

Assorted soft drink & juices

\*We cater for all dietary requirements







# 3 Course Alt Drop Package

## INCLUDES:

5 hour room hire

5 hour beverage package

Your choice of 2 entrees, 2 mains &  
2 desserts, served alternatively

Wedding cake cut and served  
individually with cream and coulis

Wishing well & table numbers

Dancefloor (Customs Hall only)

Tea & coffee station

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## 5 HOUR STANDARD BEVERAGE PACKAGE

Tyrrell's Moores Creek Brut NV

Tyrrell's Moores Creek Chardonnay

Tyrrell's Moores Creek Sauv Blanc

Tyrrell's Moores Creek Shiraz

Toohey's New, Super Dry, XXXX Gold,  
Young Henrys Cloudy Cider, James Boag's  
Light stubbies, Heineken 0.0 stubbies

Assorted soft drink & juices

\*We cater for all dietary requirements



# Feast Package

## INCLUDES:

5 hour room hire

5 hour beverage package

Your selection of 3 canapes

Your selection of 2 proteins & 3 sides served in share dishes

Wedding cake cut and served on share dishes

Wishing well & table numbers

Dancefloor (Customs Hall only)

Tea & coffee station

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## 5 HOUR STANDARD BEVERAGE PACKAGE

Tyrrell's Moores Creek Brut NV

Tyrrell's Moores Creek Chardonnay

Tyrrell's Moores Creek Sauv Blanc

Tyrrell's Moores Creek Shiraz

Toohey's New, Super Dry, XXXX Gold, Young Henrys Cloudy Cider, James Boag's Light stubbies, Heineken 0.0 stubbies

Assorted soft drink & juices

\*We cater for all dietary requirements





# Beverage Package Upgrades



## 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  
Triennes 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  
Gordons Gin  
Smirnoff Vodka  
Johnnie Walker Red

\*Beer & wine selections are subject to change





# Package Additions

## 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

## ADDITIONAL CANAPES

## CHILDRENS MEALS

## SUPPLIER MEALS

## LATE NIGHT BITE

Carved ham with sourdough rolls, cultured butter & mustard (available after 8:45pm)

## CHEESE WHEEL CAKE

Quote available on request



# Package Additions

Continued

ADDITIONAL VENUE HIRE ONLY  
(prior to midnight)

ADDITIONAL VENUE HIRE AND  
BEVERAGE PACKAGE  
(prior to midnight)

CUSTOM COCKTAILS ON ARRIVAL

TOPIARY TREES

SUNDAY OR PUBLIC HOLIDAY

BEER GARDEN CANAPE HOUR  
(Monday-Thursday only)

CHAMPAGNE TOWER

CUSTOM STATIONARY  
Contact us for a quote





# 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 deposit

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) All wedding packages include a 5-hour standard beverage package. For any items not included in this package you may chose to either upgrade your package, run a bar tab, or have guests purchase their own, however please note we do not do subsidised bar tabs. None of the above options can be used to substitute the beverage package included in your chosen wedding package.

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

2.d) Customs House Hotel is a fully catered and licensed venue. You are prohibited from bringing in any external food or beverage, with the exception a wedding cake or cupcakes, the charge for which is included in all of our wedding packages. 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 a parent, guardian, or responsible adult.

A children's package is available for \$30.00 (ages 1-12) which includes a selection of one of our children's meals, plus soft drinks & juices. A teenager package is also available (priced based on chosen package) which includes catering and soft drinks & juices. Guests under 18 are not permitted at the bar.

## 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 wearing 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 wedding day. 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 the 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 deposits are non-refundable. A transfer of date may be allowed 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 all wedding packages 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

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 working days prior to your wedding day. 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) 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) Any patron who acts disrespectfully to staff, security or the venue. 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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