



FUNCTION PACKAGE 2025

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 spectical 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 catering spends may apply.

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



**CUSTOMS
HALL**



Harbourmasters Lounge

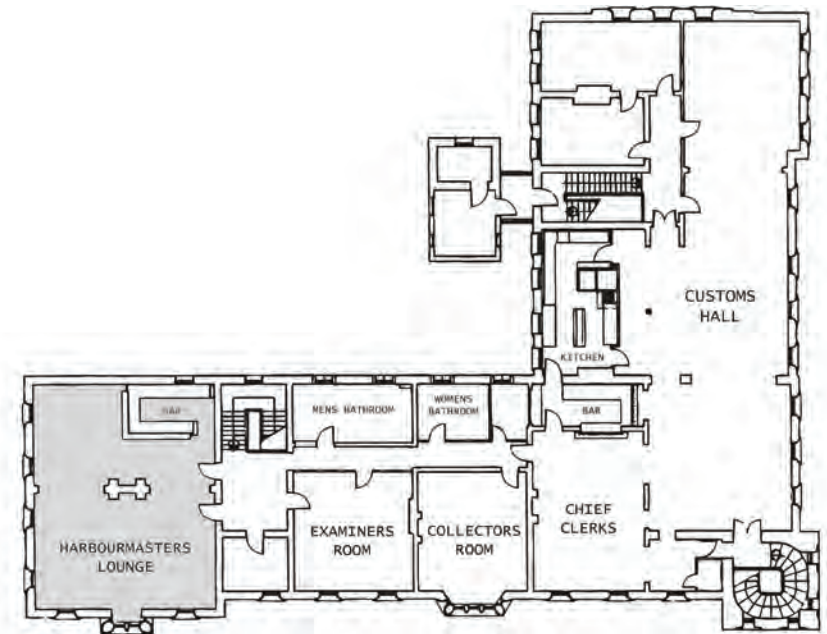
The Harbourmasters Lounge is a fantastic cocktail bar that oozes architectural charm.

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 catering spends may apply.

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





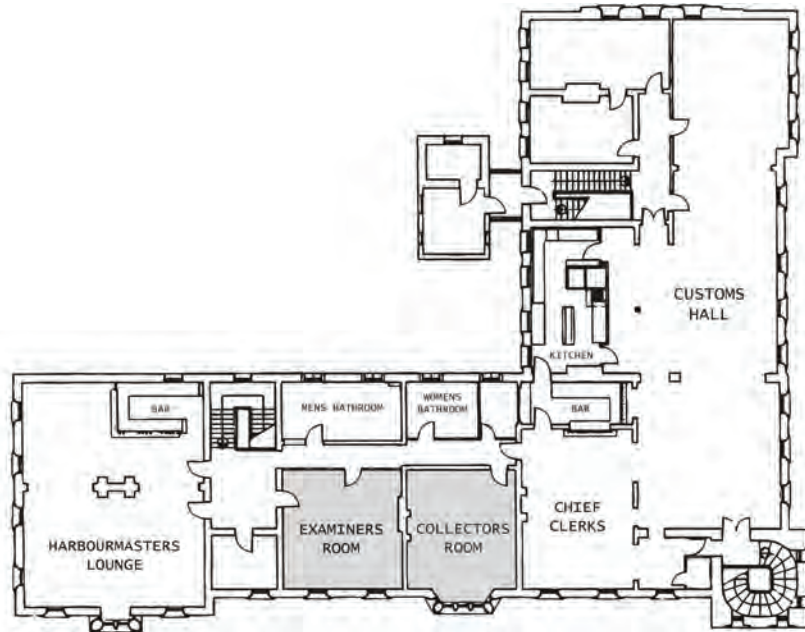
Collectors Room

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.

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



Examiners Room

Boasting the same strong features just a few steps down the hall.

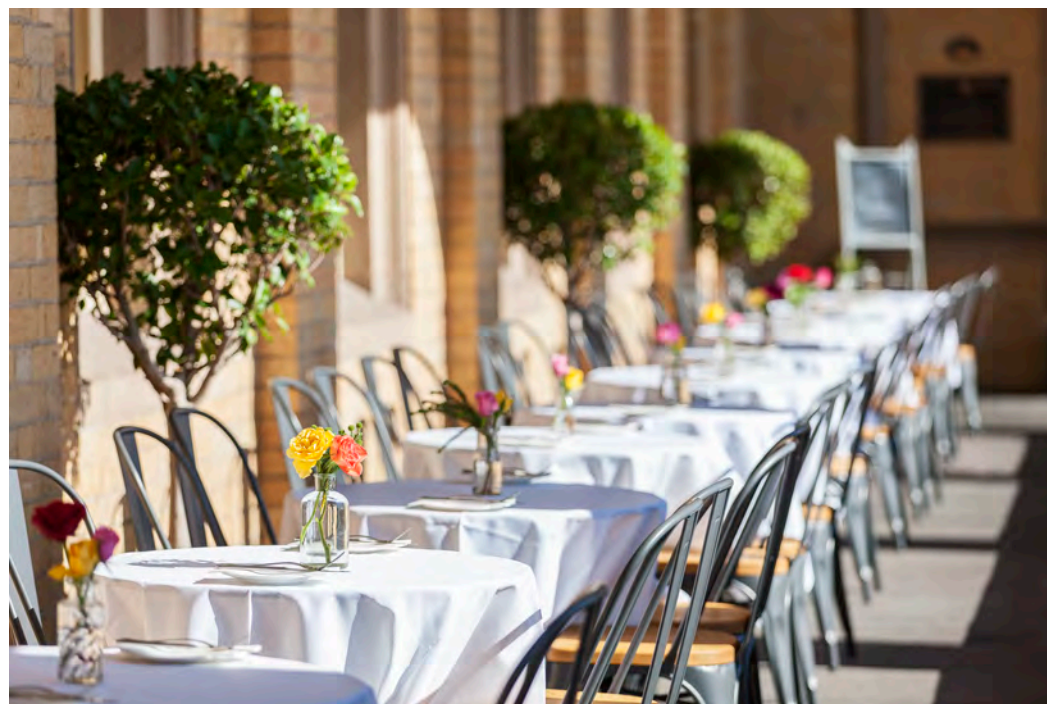
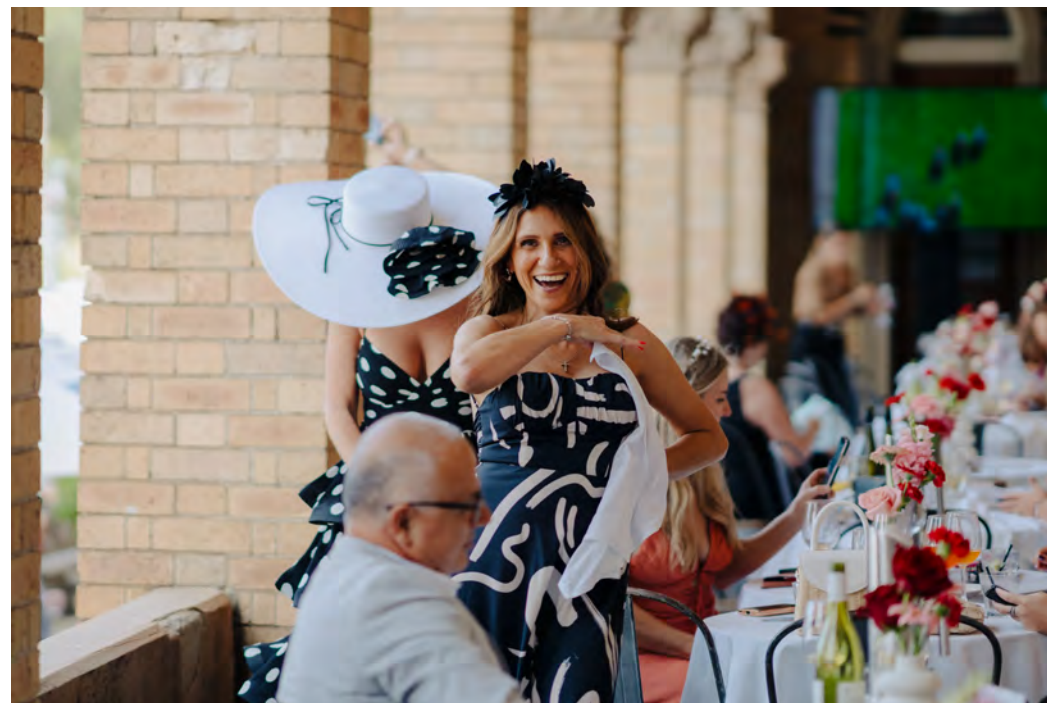
Available for intimate cocktail parties, private dinners or private corporate functions.

Veranda

Take advantage of our most sought after seats and dine with the best view in the house!

Whether it is a milestone birthday or a boozy work lunch, this exclusive premium dining experience is perfect for an intimate gathering of 20 to 40 guests.

Minimum catering spends and conditions apply.



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.

*This is not a private space. Large decorations are not allowed.



Alternate Drop

Elegance and sophistication.

For a more formal event, choose from either a 2 or 3 course alternate drop.

TWO COURSES

Freshly baked in house focaccia, your selection of either 2 entrees & 2 mains or 2 mains & 2 desserts, served alternatively

THREE COURSES

Freshly baked in house focaccia, your selection of 2 entrees, 2 mains & 2 desserts, served alternatively

CAKEAGE

Your cake, cut and served individually





Cocktail Party

Stylish but casual.

Cocktail parties are perfect for a range of celebrations. Choose a canape package that works best for you and then select to add-on platters or grazing tables to suit all your guests.

The Feast

A meal is best shared!

The "informal" formal option begins with your choice of 3 roving 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 house baked focaccia, 2 proteins & 3 sides

3 standard canapes, warm house baked focaccia, 3 proteins & 3 sides

*We cater for all dietary requirements



Canapes & Substantials

Treat your guests to a range of canape selections from our standard, premium and substantial menus to make your catering package your own.

Platters

Our casual bites option. Perfect for networking drinks, party nibbles and afternoon snacks.

Grazing

Welcome your guests with an amazing grazing table on arrival or look to finish the night off with a sweet tooth table.



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.

*Standard RSA practice applies





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
- WIFI

CATERING OPTIONS

All packages include a tea & coffee station and morning tea.

COLD

Lunch - selection of sandwiches & wraps

HOT

Lunch - Hot buffet with a protein and variety of sides

RESTAURANT (30 GUEST CAPACITY)

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



Package Additions

EXTENDED VENUE HIRE

CUSTOM COCKTAILS ON ARRIVAL

CHAMPAGNE TOWER

DANCE FLOOR HIRE
(Customs Hall Only)

LATE NIGHT BITE
(available after 8:45pm)

TOPIARY TREES

FAIRY LIGHTS

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 4 weeks prior to your event. Failure to provide these details by the outlined deadline may result in Customs House making these selections for you OR your event being cancelled.
- 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 \$50.00. Any external food or beverage brought into the venue will be removed.

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. A Children's meal is available for ages 12 and under on request.

4. VENDORS

- 4.a) A meal for photographers, musicians & all service personnel hired for your event will be supplied at your request..

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 no offensive or inappropriate graphics or logos. 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 21 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 21 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 21 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 is possible 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 5 hour period. 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 (approximately \$1,600.00 fuine)
 - 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 (including rice, petals etc,) 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 14 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 if your event is within the same calendar year of booking.
- 12.b) Our packages are subject to change at any time without prior notice.
- 12.c) A 10% Surcharge applies on Public Holidays.

13. SMOKING / VAPING

- 13.a) No smoking or vaping is allowed anywhere inside the hotel. We have a designated smoking area within a section of our beer garden. 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.

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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