

# THE SURREY HOTEL

## Conference & Events Guide March 2024 - March 2025

Conference enquiries to:

[conferencing@thesurreyhotel.co.nz](mailto:conferencing@thesurreyhotel.co.nz)

**The Surrey Hotel**

465 Great North Road, Grey Lynn, Auckland

p. +64 9 378 9059

w. [www.thesurreyhotel.co.nz](http://www.thesurreyhotel.co.nz)

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## General Information



### Venue Highlights

Our conference centre has 4 venues to choose from. All venues offer natural light, air conditioning, standard AV equipment and can be set according to your needs. Room hire includes full set up, pads, pens, mints & chilled water. We offer a full onsite catering service as well as professional, experienced and friendly staff. We are ideally suited to residential conferences being able to cater to all of your companies as well as your delegates needs in our home away from home environment. Best of all **FREE** onsite parking available.



### Location

A stone's throw from the CBD, easily accessible from all Auckland Motorways is the inner city suburb of Grey Lynn. We are the closest hotel to Eden Park, Auckland ZOO, Western Springs Stadium, MOTAT and our neighbour is the vibrant shopping and café district of Ponsonby. Easy access to daily amenities makes us the perfect location for your next family holiday or residential conference.



### Accommodation – 83 Rooms

Meeting the needs of business and leisure travellers, The Surrey Hotel can offer an accommodation solution to suit all budgets. We have 83 standard to deluxe guest rooms and apartments. In room facilities include wireless broadband internet access, bar fridge, air-conditioning or ceiling fan, tea & coffee making facilities, hairdryer, iron & ironing board. Some rooms also offer kitchenette facilities. With a 4 Star Qualmark rate, you have the flexibility of choosing the room best suited to your budget and requirements.

### Technical

- Audio Visual Equipment available for hire onsite
- Support & Other Equipment requirements provided by external Audio Visual company on arrangement
- Onsite trained conference staff

### Business Facilities

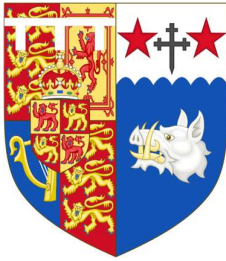
- Wireless Broadband available throughout the complex
- Secretarial Support services including: photocopying, compilation of materials, printing, & typing.

### Hotel Facilities

- The Home of "The Surrey Pub"
- Indoor heated plunge pool, spa & gym
- Guest lounge
- Guest laundry facilities
- Wheel chair accessibility

### Hotel Services

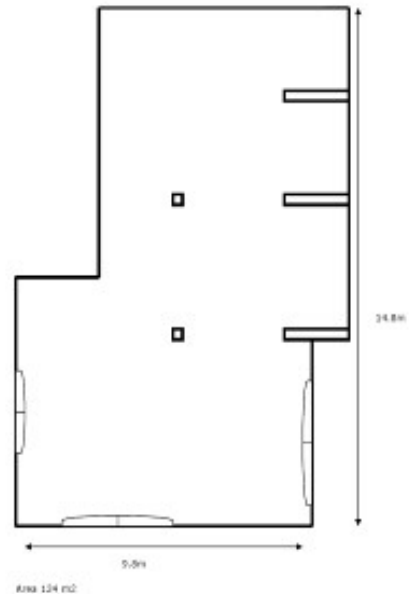
- 24 Hour Reception
- Tour & car rental information
- Professional, experienced & friendly staff



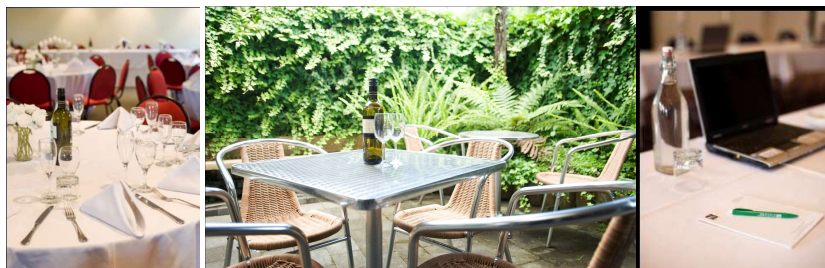
## The Cornwall Room

Our largest conference room, The Cornwall Room offers modern décor and features a covered courtyard perfect for break out areas. It is also well suited for company dinners and awards, banquets, corporate meetings and events and mini tradeshow.

Conference Configuration			
<i>Set up Style</i>	<i>No's</i>	<i>Dimensions</i>	
Theatre	140	Area (m2)	124
Classroom	60	Room Size	9.8m x 14.5m
U-Shape	40	Ceiling Height	3.5m
Boardroom	30	Door Width	2.4m
Cocktail	150	Door Height	1.9m
Banquet	90		



<b>Full Day Room Hire (4+ hours)</b>	\$650	<b>Half Day Hire (&gt;4 hours)</b>	\$400
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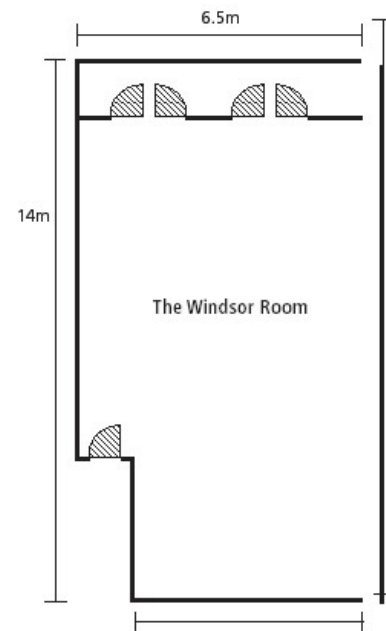




## The Windsor Room

Our most popular training/seminar room, its upstairs location ensures a quiet environment and is large enough to accommodate up to 80 people. Features include: Natural light, broadband Internet, air conditioning, breakout balcony, high ceiling.

Conference Configuration			
<i>Set up Style</i>	<i>No's</i>	<i>Dimensions</i>	
Theatre	70	Area (m2)	90
Classroom	40	Room Size	14m x 6.5 m
U-Shape	30	Ceiling Height	3.5m
Boardroom	30	Door Width	2.4m
Cocktail	80	Door Height	1.9m
Banquet	60		



<b>Full Day Room Hire (4+ hours)</b>	\$550	<b>Half Day Hire (&gt;4 hours)</b>	\$400
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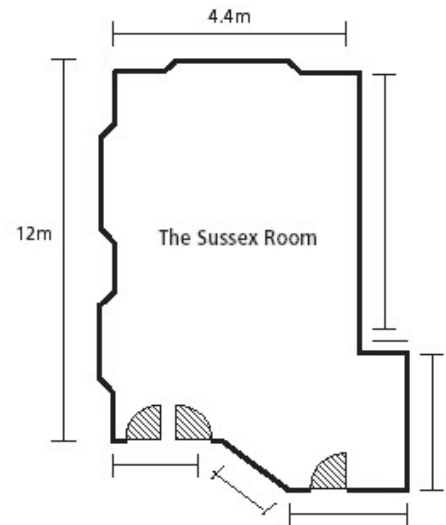




## The Sussex Room

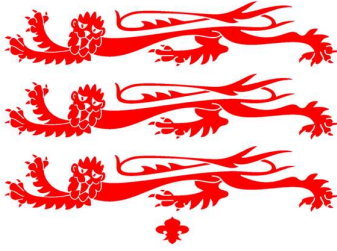
The Sussex room seats up to 40 and offers wide doorways for wheelchair access, a popular set-up is a 15 person U-shaped classroom with additional space to move about or for displays. Features include: Broadband Internet and individually controlled air conditioning, wheelchair access.

Conference Configuration			
Set up Style	No's	Dimensions	
Theatre	30	Area (m2)	45
Classroom	20	Room Size	12m x 4.4m
U-Shape	18	Ceiling Height	2.4m
Boardroom	20	Door Width	3.5m
Cocktail	40	Door Height	1.9
Banquet	25		



<b>Full Day Room Hire (4+ hours)</b>	<b>\$450</b>	<b>Half Day Hire (&gt;4 hours)</b>	<b>\$300</b>
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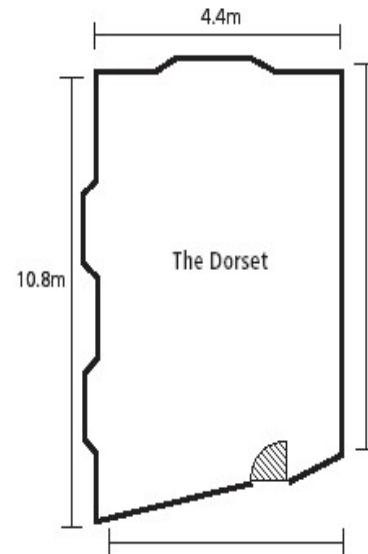




## The Dorset Room

Full of the old world charm featured throughout the rest of the hotel, the Dorset room doubles as our guest lounge and is well suited for smaller, informal meetings or cocktail functions. It is also perfect to use as a registration area for large functions in the other rooms. Features include: Natural light, broadband internet, wheelchair access.

Conference Configuration			
<i>Set up Style</i>	<i>No's</i>	<i>Dimensions</i>	
Theatre	25	Area (m2)	40
Classroom	15	Room Size	10.8mx4.4m
U-Shape	15	Ceiling Height	2.4
Boardroom	20	Door Width	5
Cocktail	40	Door Height	1.9
Banquet	20		



<b>Full Day Room Hire (4+ hours)</b>	\$300	<b>Half Day Hire (&gt;4 hours)</b>	\$250
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# Equipment Hire Guide

<b>ITEM</b>	<b>DAILY RATE</b>
<b>Large Whiteboard</b>	<b>\$18.00</b>
<b>Data Projector &amp; Screen</b>	<b>\$85.00</b>
<b>Portable Screen (only)</b>	<b>\$18.00</b>

*Other Audio Visual Equipment & Technical Assistance sourced externally. Price upon application*

## **MISCELLANEOUS SERVICES**

<b>Printing and photocopying (Black &amp; White)</b>	<b>10c per page</b>
<b>Printing (Full Colour)</b>	<b>50c per page</b>



# THE SURREY HOTEL

## Conference & Event Menus May 2023- March 2024

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# Coffee Breaks

**Arrival Brewed Tea & Coffee** \$4.00 pp

**Coffee Break Option 1:** \$8.50 pp

Tea & Coffee served with your choice of one of the following:

- Homemade Biscuits
- Whole Fruit
- Scones with Jam and Cream
- Homemade Muffins (Sweet or Savoury)

**Coffee Break Option 2:** \$10.50 pp

Tea & Coffee served with your choice of one of the following and fresh fruit platter:

- Homemade Muffins (Sweet or Savoury)
- Sweet Scones served with Jam & Cream
- Chocolate Cake
- Carrot Cake
- Mini Savouries
- Fruit Tartlets

**Coffee Break Option 3:** \$12.50 pp

Tea & Coffee served with your choice of one of the following and fresh fruit platter:

- Ham & Cheese Croissants
- A selection of Sweet and Savoury Pastries
- Club Sandwiches

## **Additional Items:**

- Juice \$6.00 pp
- Espresso Service \$5.00 per item
- Fresh Fruit Platter \$5.00 pp

We have a very large selection of menu options available however if you wish to create your own menu, or make alterations to any of our existing menus. We are happy to discuss this with you.

All prices include GST.

## **Working Lunches**

(Minimum of 20 guests)

### **Italian Buffet Lunch \$35.00 pp**

Meat Balls in a rich Tomato Sauce on a bed of Herb Spaghetti  
Roast Vegetable, Basil and Balsamic salad OR Mixed Leaf Tomato and Cucumber Salad  
Bread Rolls  
Seasonal Fruit Platter

### **English Buffet Lunch \$35.00 pp**

Beer Battered Fish and Chips  
Roast Vegetable and Rosemary Salad OR Tomato Cucumber and Mixed Leaf Salad  
Bread and Dips  
Seasonal Fruit Platter

### **Kiwi Buffet Lunch \$35.00 pp**

Hot Roast Chicken  
Sausage Rolls and Club Sandwiches  
Roast Vegetable and Rosemary Salad OR Tomato Cucumber and Mixed Leaf Salad Freshly Baked Bread  
Seasonal Fruit Platter

## **Platter Lunches \$20.00 pp**

A great combination of Hot Savories, a mixture of Club Sandwiches, and Sweet Items

## **Dinner Menus**

We have a selection of dinner menu options available whether you are looking for a buffet or sit-down A la Carte menu. We are happy to discuss this with you.

# THE SURREY HOTEL

## Terms and Conditions

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# Conference & Events Services

## CUSTOMER GUARANTEE

The Conference team at the Surrey Hotel is committed to ensuring that your conference, meeting or event runs smoothly and that the service we provide includes but is not limited to:

- Dedicated event manager with a same day response during business hours
- Healthy & nutritious catering options
- A clean and inviting venue
- Friendly, helpful and professional staff
- Fast & efficient business services including internet
- Easy access to technical assistance if required
- Good availability of parking or ease of access to public transport

## Contractual Agreement

### PARTIES

This contract is made between:

'The Surrey Hotel Limited' (hereinafter referred to as 'the Hotel')

AND

' \_\_\_\_\_ ' (hereinafter referred to as 'the Client')

Together, 'the parties'

### BACKGROUND

- A. The Hotel is in the business of providing conference, banquet and accommodation facilities and services.
- B. The Client wishes to engage the Hotel to provide certain facilities and services.
- C. The parties now wish to record the Terms & Conditions of their agreement for the provision of such facilities and services.

### 1. TENTATIVE BOOKINGS AND QUOTES

- 1.1 Tentative bookings and quotations can be made subject to room availability.
- 1.2 A tentative booking will be valid for a maximum of seven (7) days from the date of issuance, unless the function is within thirty (30) days of the proposed date, in which case the tentative booking will be held for a maximum of two (2) days from the date of issuance.
- 1.3 If no acceptance is received within this period, the terms may be subject to revision.
- 1.4 The Hotel reserves the right to release any unconfirmed bookings outside of these timeframes.

### 2. CONFIRMED BOOKINGS

- 2.1 Confirmation of the booking can only be made by way of this signed contract.
- 2.2 This signed agreement must be received no later than seven (7) days from the date of issuance.
- 2.3 If the contract is not signed within the specified time period, the Hotel reserves the right to cancel the booking and allocate the venue to another client.
- 2.4 In the event that the Client, after confirmation of an event or signature of the agreement, changes the booking (e.g. add or reduce attendees thereby affecting catering and accommodation), the Hotel reserves the right to requote according to the changes made.

### **3. FUNCTION ROOM HIRE**

- 3.1 The event will begin and end at the scheduled times as stated on the final function sheet. If stated times are exceeded, a late penalty may be charged.
- 3.2 In case of any unforeseen circumstances that the assigned room is not available, the Hotel reserves the right to substitute similar rooms and facilities. The Hotel will make every effort to notify the Client in writing as soon as possible.

### **4. FINAL NUMBERS**

- 4.1 The final numbers expected to attend the event must be advised seven (7) days prior to the function commencement.

### **5. DEPOSIT & FINAL PAYMENT**

- 5.1 To secure the booking a nonrefundable deposit of 10% of the total booking will be required upon signature of the agreement.
- 5.2 Exempt from deposit are the clients who have held credit facilities with The Hotel for a minimum of six months. They are required to settle their account as per the terms and conditions of their Credit Account.
- 5.3 Clients without credit facilities will be required to make the full payment seven (7) days prior to function commencement.
- 5.4 A credit card is required for any incidentals that may arise. The Client will be held responsible for any charges incurred by any delegates associated with their conference that remain unpaid upon departure.
- 5.5 The Hotel reserves the right to vary the deposit amount.

### **6. CANCELLATION**

- 6.1 Functions may be cancelled up to thirty (30) days prior to the function commencement without incurring any penalty.
- 6.2 Cancellations between twenty-nine (29) to fifteen (15) days prior to the function commencement will incur a penalty of 30% of the room hire.
- 6.3 Cancellations between fourteen (14) to eight (8) days prior to the function commencement will incur a penalty of 50% of the room hire.
- 6.4 Cancellations less than eight (8) days prior to the function commencement will incur a penalty of 100% of the total amount in the final function sheet.
- 6.5 The Hotel must receive all cancellations in writing.

### **7. FOOD & BEVERAGE**

- 7.1 The consumption of Food and Beverage of any kind that is not provided by The Hotel is not permitted. The Hotel reserves the right to remove these items from the premises.
- 7.2 Only an authorized representative of the client can make any additional purchases of food and beverage. The charges are required to be signed for.
- 7.3 The Hotel reserves the right to stop the sale & supply of liquor at any time pursuant to the Sale and Supply of Alcohol Act 2012 and the Māori Community Development Act 1962.

## **8. ACCOMMODATION – PAYMENT TERMS**

- 8.1 In the event that rooms are booked in conjunction with a function, a final rooming list is required seven (7) days prior to the first arrival.
- 8.2 A nonrefundable 10% deposit is required at the time of booking confirmation.
- 8.3 50% of the remainder of the total bill is to be paid fourteen (14) days prior to the first arrival.
- 8.4 100% of the remainder of the total bill is to be paid seven (7) days prior to the first arrival.

## **9. ACCOMMODATION – CANCELLATION**

- 9.1 Cancellations up to thirty (30) days prior to the first arrival will not incur any penalty
- 9.2 Cancellations between twenty-nine (29) to fifteen (15) days prior to the first arrival may total to 50% of the rooms booked without incurring any penalties.
- 9.3 Cancellations between fourteen (14) to eight (8) days prior to the first arrival may total to 50% of the rooms booked without incurring any penalties.
- 9.4 Cancellations less than eight (8) days prior to the first arrival for all remaining rooms will be charged the first night.

## **10. OUTSIDE CONTRACTORS**

- 10.1 For all exhibitions and stage set ups where an outside contractor has been employed, plans and power requirements must be provided to The Hotel no less than 14 days prior to the event for approval by The Hotel.

## **11. SECURITY**

- 11.1 It is the responsibility of the Client to place appropriate security measures to guard against theft.

## **12. DAMAGES**

- 12.1 The Client will be held financially responsible for any damages sustained to the Hotel by the Client, the Client's guest or invitees, outside contractors or other persons attending the function, whether in the room reserved or any part of The Hotel's property prior to, during or after the event.
- 12.2 Nothing is to be nailed, screwed, stapled or adhered to any wall, door or other surface or part of the building; signage is to be kept at minimum unless prior approval has been given by The Hotel Management.

## **13. INSURANCE**

- 13.1 The Hotel's insurance does not cover personal liability and security. The Client is encouraged to arrange this on their own accord.

## **14. BEHAVIOUR**

- 14.1 The Client is expected to conduct their conference in an orderly manner in accordance with any applicable laws.
- 14.2 Disruptions to other guests must be kept to a minimum at all times.
- 14.3 If the Hotel has reasonable belief that an event will affect the efficient running of the overall operation of The Hotel's business, security or reputation, The Hotel reserves the right to cancel any event without liability at any time before or during.
- 14.4 The Hotel reserves the right to remove objectionable persons from a function at anytime without liability as long as there is a justifiable reason.



## **15. PRICING POLICY**

- 15.1 All prices are quoted in New Zealand Dollars and inclusive of Goods and Services Tax (GST).
- 15.2 GST is subject to change without notice.
- 15.3 Every effort will be made to maintain costs as quoted however prices are based on current costs and may be subject to meet increases as they arise.

## **16. INDEMINIFICATION**

- 16.1 The Client agrees to indemnify The Hotel against all costs, claims and liabilities arising out of breach of these terms and conditions by the Client, the Client's guests/invitees, and the contractors engaged by the Client.
- 16.2 The Client agrees that, if the Client is acquiring services from The Hotel for the purposes of a business (as defined by the Consumer Guarantees Act 1993) the Consumer Guarantees Act will not apply to the provision of those services by The Hotel. In all other cases the provisions of the Consumer Guarantees Act will apply.
- 16.3 Subject to clause 14.2, no conditions, warranties or other terms apply to any good or services supplied under this agreement except to the extent that they are expressly set out in this agreement.
- 16.4 Subject to clause 11.2, no implied conditions, warranties or other terms apply (including any implied terms as to satisfactory quality, fitness for purpose or conformance with description).
- 16.5 The Hotel shall not be liable to the Client under or in relation to this agreement or its subject matter (whether such liability arises due to negligence, breach of contract, misrepresentation or for any other reason) for any loss of profits, loss of customers, or any indirect, special or consequential loss or damage, and for the purposes of this clause the term "loss" includes a partial loss or reduction in value as well as a complete or total loss.
- 16.6 The Hotel's total liability arising from or in connection with this agreement (and whether the liability arises because of breach of contract, negligence or for any other reason) shall be limited to an amount equal to the total amount paid or payable by the Client under this agreement for the relevant function.

## **17. AGENCY**

- 17.1 Where the organiser is not the Client, the organiser warrants that it has the authority to enter into this Agreement on behalf of the Client.

## **18. ASSIGNMENT**

- 18.1 The Client may not assign its rights under this Agreement without the written consent of The Hotel.

## **19. DISPUTE AND APPLICABLE LAW**

- 19.1 This Agreement is made in New Zealand and its construction, validity and performance is determined under New Zealand law.

## **20. FORCE MAJEURE**

- 20.1 The Hotel will not be in breach of this agreement of any way liable to the Client, if it is prevented from complying with this agreement by reason of Act of God, act of public enemy, war, earthquake, riot, fire, storm, flood, explosion, compliance with any law or government restraint order, rule regulations, strikes, lock outs, or any other cause not reasonably within the control of The Hotel.

20.2 In the event of force majeure, both parties will work together to reschedule the event when possible.

**21. VARIATION**

21.1 Any variation, amendment or modification of these terms and conditions shall only be binding where committed to in writing and executed by the parties.

**22. COMPLIANCE WITH STATUTES AND REGULATIONS**

22.1 The Client is expected to observe all relevant statement, regulations, ordinances, and by-laws relating to their activity.

**23. ENTIRE AGREEMENT**

23.1 The terms and conditions set out in this Agreement contain the entire Agreement as concluded between the parties.

**24. ACCEPTANCE OF TERMS AND CONDITIONS**

This agreement was made on this day \_\_\_\_ of \_\_\_\_\_ 20\_\_

Between:        The Surrey Hotel Limited

and: \_\_\_\_\_(Name)

of: \_\_\_\_\_ (Client)

Signed for and on behalf of:

Signed for and on behalf of:

\_\_\_\_\_  
The Surrey Hotel Limited

\_\_\_\_\_  
(Client)

**CREDIT - CARD AUTHORISATION FORM**

(email to: [conferencing@thesurreyhotel.co.nz](mailto:conferencing@thesurreyhotel.co.nz))

Please accept this as authority to charge my credit card as outlined below for following service:

ROOMS MEALS BEVERAGES MINI BAR TRANSPORT PHONE INTERNET **ALL**

*(Circle Charges Accepted)*

Event Name: \_\_\_\_\_

Restrictions: \_\_\_\_\_

VISA/ MASTERCARD/ AMEX/ DINERS *(Circle One)*

CARD NO.

Expiry Date

Name on Card: \_\_\_\_\_

Company Name: \_\_\_\_\_

Issuing Bank's Name: \_\_\_\_\_

Cardholders Signature: \_\_\_\_\_ Dated: \_\_\_\_\_

Cardholders Address: \_\_\_\_\_

Cardholders Phone Number: \_\_\_\_\_

Copy of Invoice to be faxed or emailed on departure to:

Fax# \_\_\_\_\_ Attn: \_\_\_\_\_

Email: \_\_\_\_\_

**Hotel Use Only**

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Booking Ref # \_\_\_\_\_ Actioned By: \_\_\_\_\_

Date of Event: \_\_\_\_\_ Invoice Sent: \_\_\_\_\_