



Terms and Conditions V1.1

This policy was last reviewed and updated on:

20 August 2024

1. GENERAL

These terms apply to your use of this website, and The Royal Muswellbrook venue, owned by Great Northern Investments Pty. Ltd. (ABN: 45 089 933 933).

By using this site, you agree to these terms. If you don't agree, please stop using the site. We may update these terms from time to time, and your continued use means you accept the changes. Some parts of the site might have specific terms, which will take precedence if there's a conflict.

2. RESTRICTED USE

You can use this website for personal, non-commercial purposes only. You may print information for personal use but cannot sell it. Any other use requires our written consent.

3. REQUEST FOR TABLE BOOKING

These terms cover our Request For Table Booking online form for The Royal Muswellbrook, including group bookings.

3.1 Making an online Request For Table Booking

If your required booking time is in less than three hours, please contact The Royal Muswellbrook by phone on (02) 6541 5949.

If your booking is more than three hours ahead, you can make a Request For Booking online.

Fill in the required fields, including your name, booking date, time, number of diners, email, and mobile number.

Filling out the form and sending it to us is only a REQUEST.

You'll get an email or SMS that will confirm your booking, or advise you that we do not have a table. If we do not have a table – contact The Royal Muswellbrook by phone on (02) 6541 5949.

There's no booking fee; just pay for your meal, drink, or function at the venue.

3.2 Changing a Request For Table Booking

To change the date, time, or number of diners, contact the venue directly. Call on (02) 6541 5949 by email manager@theroyalmbk.com.au or through Facebook Messenger. Changes depend on availability and the venue's discretion.

3.3 Cancellling a Booking

To cancel a booking, contact the venue directly. Call on (02) 6541 5949 by email manager@theroyalmbk.com.au or through Facebook Messenger.

3.4 Table Booking No Shows

If you don't show up within 20 minutes of your booking time, we may cancel your booking and give your table to someone else. Please notify The Royal Muswellbrook if you'll be late.

4. ACCOMMODATION - CANCELLATIONS

Accommodation booking cancellations prior to 9.00 pm on the day prior to check-in will be refunded in full.

No refund is provided for cancellations on the day of check-in or in the case of no shows. Personal travel insurance is highly recommended.

5. CONDITIONS OF ENTRY - THE ROYAL MUSWELLBROOK.

5.1 Proof Of Age

You must be 18 years of age to enter The Royal Muswellbrook.

5.2 Acceptable Id

The following are acceptable forms of identification at these premises:

- Current Australian Drivers Licence with photograph
- Current Australian Learner Driver Permit with photograph
- Current Proof of Age Card Current Passport

5.3 Children

Children - under 18 years of age can enter dining areas of The Royal Muswellbrook if:

- they are accompanied by and under the supervision of a responsible adult
- they are here for the purpose of a bona fide meal (while seated at a table)

PLEASE NOTE:

It is a serious offence to purchase or attempt to purchase alcohol for a Juvenile

and any such purchase or any attempt to purchase alcohol for a juvenile will result in your immediate removal and banning from these premises.

5.4 Conditions Of Entry

Every person wishing to enter or remain upon these premises must comply with all Conditions of Entry as summarised below.

Management reserves the right to use its discretion when policing entry to the venue.

Management & staff reserve the right to refuse entry to these premises and or refuse service to any person in their judgment:

- Shows signs of intoxication, or being under the influence of an illicit substance.
- Fails to provide acceptable identification when requested.
- Fails to meet our minimum dress standards.
- Does not comply with our house rules or behaves inappropriately.
- Is aggressive, argumentative or known to be violent or disorderly.
- Is banned from entering this or other licensed premises.
- Has been required to leave these premises within the last 24 hours.
- Is prohibited from entering or being upon these premises by law, you may be refused entry or service for any other lawful reason.
- Last drinks will be called by management dependent upon patronage and all patrons must leave our premises within 30 minutes after the call of last drinks. Once venue is closed, patrons must move beyond 50m of the venue.

5.5 Dress Standards

Management and staff reserve the right to refuse entry to these premises and/or refuse service to any person who fails to satisfy any of the following minimums:

- No singlets, sleeveless shirts or ripped shirts are allowed.
- No outside food or drink.
- No trackpants or track shorts.
- Clean, neat, tidy casual attire to be worn at all times.

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- Suitable footwear to be worn at all times.
 - No dirty, broken, or untidy footwear.
 - Thongs and slides are not to be worn after 9pm.
 - No lewd, offensive, inappropriate, damaged, or soiled attire.
 - No work clothing or work boots (including hi-vis or steel cap boots) to be worn after 6pm.
 - Jackets or other clothing or accessory or visible body markings bearing patches or insignia of any Outlaw Motorcycle Gang are not permitted to be worn or to be visible on these premises at any time.

6. COPYRIGHT

We own or license all content on this website. You can't reproduce, distribute, or use it commercially without our permission. We grant you a limited, non-transferable license to use the website for personal, non-commercial purposes. We can revoke this at any time.

7. TRADEMARKS AND INTELLECTUAL PROPERTY

Great Northern Investments owns the trademarks and logos on this website. You cannot use them without our permission. No license is granted for any intellectual property on the site unless explicitly stated.

8. LINKED WEBSITES

This site may link to third-party websites for your convenience. We aren't responsible for their content, and linking doesn't imply our endorsement. Use them at your own risk.

9. DISCLAIMER

We aren't responsible for any loss or damage arising from your use of this website or any linked site, except where required by law. Our liability is limited to the maximum extent permitted by law.

10. SPECIFIC WARNINGS

You must ensure your use of the website complies with applicable laws. We don't guarantee the site will be free from errors, viruses, or harmful components. Protect your system accordingly. We aren't responsible for any damage to your system from using this site or any linked site.

11. INDEMNIFICATION

You agree to indemnify and hold us harmless from any claims, damages, or costs arising from your breach of these terms or any applicable laws.

12. SECURITY OF INFORMATION

We strive to protect your data but can't guarantee its security when transmitted over the internet. You send information at your own risk.

13. INTERRUPTION OR TERMINATION OF ACCESS

Access to this website may be interrupted or terminated at any time. These terms remain in effect even if your access is terminated.

14. PRIVACY

By using the site, you agree to our collection, use, and disclosure of personal information as described in our Privacy Policy. We may also collect and share site usage data.

15. QUERIES OR COMPLAINTS

For questions or complaints, contact us via email or by phone. If you notice any misuse of the site or believe your rights have been violated, please provide your contact details and the nature of your complaint. Call on (02) 6541 5949 or by email manager@theroyalmbk.com.au

16. GOVERNING LAW

These terms are governed by the laws of New South Wales, Australia. Any legal action related to these terms must be brought in New South Wales.