

ENCORE BOOKING PROCESS

Step 1

Event Enquiry

Client to complete an Event Enquiry Form and email to encore@wyndham.vic.gov.au

Supporting documents to attach:

- Public Liability Insurance Certificate of Currency for minimum \$20million
- Proof of your Not for Profit eligibility (if applicable)
- A 15 min site viewing can be made by appointment only upon completion of an Event Enquiry Form.

Step 2

Event Estimate

- Encore's Function & Events Officer will contact you within **3 business days*** to introduce themselves and gather any further details about your event.

- Encore will provide you with an Event Estimate within **14 days*** of receiving any further details requested of you by the Function & Events Officer.

- Your Event Estimate is valid for a period of **14 days** from issue and is not a confirmation of your booking. After 14 days, if we have not received a signed copy of your estimate from you, your date will be released.

Step 3

Acceptance

- If you wish to proceed with booking your event at Encore a signed copy of your Event Estimate must be returned to us within **14 days** of issue.

- A 30 min site meeting can be made by appointment if required, upon return of your signed Event Estimate.

Step 4

Confirmation & Deposit

- Within 7 days of receiving your signed Event Estimate, a 20% deposit invoice will be emailed to you.

- The deposit must be paid within **7 days** of issue to secure your date and confirm your booking.

Step 5

Final Event Details & Balance Payment

- Our Function & Events Officer will work with you to finalise your event. Encore will outline timelines and details required from you which may include menu selections, event running order, performance details, ticket sale information etc.

- Your Final Event Invoice will be emailed to you no less than **14 days** prior to your event date. Final Event Invoice must be paid **7 days** prior to your event.

- Dietary requirements must be advised to Encore no later than **7 days** prior to your event.

Step 6

Event Complete

- We look forward to hosting your event at Encore!

- At the completion of your event, we will follow up with you for any feedback. If there have been any event day additions or a bond refund is required, a Post-Event Invoice or Bond Refund may be issued to you within **30 days** of your event.