

Your complete wedding venue.

Congratulations on your engagement!

At Comfort Hotel Flames, we offer the complete wedding package. Our friendly and professional team would be delighted to assist you in the planning of your wedding day. We are able to customize your menu, have various setting options for bridal and guest tables, secure guest gifts. We can suggest local florists, musicians, entertainment, and photographers. This wedding portfolio will offer you an exciting taste of our wonderful facilities and the many services we are able to offer you.

The menus enclosed are flexible, feel free to mix and match items from each to suit your tastes. So, whether you are planning a small intimate occasion or an extravagant affair, we are able to work with you through all the details to ensure your day goes as smoothly as possible. You are welcome to view our facilities and discuss options with us anytime.

Set amongst tropical gardens overlooking Whangarei Harbour, Comfort Hotel Flames offers all you might need in one convenient location. Close to the airport and a short drive to the city centre. All of our rooms are positioned to look out over the Whangarei Harbour and our tropical gardens or swimming pool. We have 21 executive units with optional layouts, 2 studios with kitchens, 2 studios designed for accessibility, as well as Premier and Honeymoon suites available. Other facilities include a swimming pool, spa pool and barbeque area that is available all year round and surrounded by beautiful tropical gardens.

Be sure to book well in advance to get the date you want as Comfort Hotel Flames is an extremely popular wedding venue. Once your deposit is paid your date is secure. Best of luck with your big day, we look forward to working with you to create the perfect day.

Frequently asked questions

What venues do you have and how much do they cost?

We have three venues that you can choose from for your special day at a cost of \$1800 for exclusive use of the facilities, it is also non refundable. The main restaurant is suitable for groups up to 120. The main conference room is also available for small intimate weddings of up to 80 guests. Our tropical thatched bure is another alternative outdoor summer venue and is suitable for up to 60 guests. These venues also include the use of our tropical gardens for your wedding ceremony and photographs.

What does the event charge cover?

This covers the use of the venue, wait and bar staff (all staff are smartly dressed in black and white), tables, chairs, cutlery, crockery, glassware, black or white linen tablecloths and black or white napkins (including white skirted bridal table), black or white restaurant chair covers, center piece mirrors & table ornaments, a variety of sashes are available as well. Outdoor garden gazebo, set up and pack down. If you wish to provide your own centre piece decorations and other venue decorations that is up to you and will need to be given to us the day prior to your wedding.

Can we bring our own alcohol?

Unfortunately not, our venue is licensed and bringing your own alcohol is not permitted under our licensing conditions. We do have an extensive list of beverages that you can choose from.

What is the best menu option for large groups?

A buffet is a great way to cater to all. The head table is the only table served separately and served first, and then table by table the other guests can enjoy the buffet at their leisure. Due to health and safety regulations, all food, with the exception of the wedding cake, must be provided by our onsite Chefs and no food may be taken off the premises.

What if it rains?

If your ceremony is located outside in the garden area, it therefore comes with the risk of rain. If it does rain on the day, you may have your ceremony in the same location as your reception, or in the conference room at no extra cost.

What about accommodation for my guests?

As part of your package we also offer your guests a special group discount rate of 10% off the current daily rates when they book directly with us. They will need to either call (0800 132610) or email (info@flameshotel.co.nz) us, telling us they are with your wedding group. If they book via another means (e.g. booking.com or Expedia) unfortunately we won't be able to extend the discount to that booking.

Wedding Checklist

We have put together a checklist to help plan your special day.

6 – 12 Months before your wedding

- Discuss wedding plans and contact the Flames team for a consultation
- Sign booking form and pay deposit to Comfort Hotel Flames to confirm your wedding date
- Choose bridesmaids, groomsmen, flower girl and page boy
- Decide on the style of your wedding ceremony
- Discuss arrangements with marriage celebrant
- Decide on the style of the wedding reception
- Prepare an initial guest list in consultation with both families
- Obtain quotes from florist, musicians, DJ, photographer, car hire, suit hire etc (once a decision is made ensure you book these services well in advance).
- Start looking for your perfect wedding gown

3 -6 months before your wedding

- Complete guest list, order and send out invitations and information on accommodation at Comfort Hotel Flames
- Order wedding cake
- Finalize floral arrangements
- Finalize photographer
- Select hairdresser and arrange a trial
- Finalize music for the reception
- Select wedding rings
- Select toast master or master of ceremonies
- Discuss wedding menus and beverages with the Flames team

2 months before your wedding

- Finalize wedding menus and beverages, finalize the wedding schedule with the Flames team
- Apply for the marriage license

1 month before your wedding

- Chase up late invitation replies and finalize guest list.
- Arrange the reception seating details and liaise with the team @ Flames
- Final fitting of the wedding gown with the shoes you will be wearing on the day
- Visit the hairdresser with veil and anything else you are wearing in your hair. Confirm your hair appointments for your wedding day
- Have a makeup trial
- Fittings for all the attendants
- Check transport arrangements and time of journey to ceremony, church and reception
- Arrange who will speak at the wedding and any speeches that need to be written
- Reconfirm photographer and walk through venue to discuss photo shots

1 week before your wedding

- Have a wedding rehearsal
- Pack for your honeymoon
- Try on dress once again with all accessories
- Check that suits and any hire items are collected
- Ensure items for table decorations are dropped off at Comfort Hotel Flames
- Make a final check on arrangements
- Arrange who will collect gifts and remainder of wedding cake after reception

SCHEDULE A

COMFORT HOTEL FLAMES

CONFERENCE, BANQUET & WEDDING TERMS & CONDITIONS

A FINAL NUMBERS:

1.1 The numbers expected to attend the event must be advised fourteen (14) working days prior to the commencement of the event, with final confirmation no later than 10am (7) working days prior to the event. This number will constitute the minimum charge. At the time of final number confirmation (14 days before) all catering costs will be paid in full (with the exclusion of the Alcohol bar tab). Any additional requirements/costs are to be added to a final account which is to be paid within 7 days after the event.

B FUNCTION ROOM HIRE:

2.1 It is agreed that the event will commence at the scheduled time and that the function room allocated will be vacated at the nominated time. The hotel reserves the right to apply a charge for each additional hour exceeding the agreed specified time.

2.2 In the event that a designated room cannot be made available, the Hotel reserves the right to substitute comparable facilities and where possible will give the Client prior notification of the substitution.

C CONFIRMATION:

3.1 Confirmation of a booking must be made by way of this signed contract by the Client within 14 days of the original reservation otherwise the Management of the Hotel reserves the right to cancel the booking and allocate the venue to another client.

D DEPOSIT:

4.1 To secure a Conference/Event reservation with the Hotel, a minimum deposit of \$250.00 may be required at the time of confirmation.

4.2 To secure a Wedding or Stand-alone Banquet reservation with the Hotel, a minimum non-refundable deposit of \$900.00 is payable at the time of confirmation. Final payment of all known expenditure will be due in full 7 days prior to the function and balance payable on conclusion of the event and prior to departure.

4.3 The Hotel reserves the right to vary the deposit amount.

E FINAL PAYMENT:

5.1 For Conferences & weddings, final payment will be due on departure.

5.2 It is understood that in instances where prior credit facilities have not been arranged and where the Clients guests or invitees have incurred additional charges such as meals, laundry, toll charges and liquor, these accounts must be settled on departure.

F CANCELLATION:

6.1 Food and Beverage functions may be cancelled in writing up to 30 days prior to the function commencement without penalty to the client. (Wedding functions will forfeit the \$900 non-refundable deposit).

6.2 For cancellations between 30 days and 14 days prior to the function, 50% of the deposit may be retained.

6.3 For cancellations between 14 days and seven days prior to the function, the deposit may be non-refundable.

6.4 For cancellations less than seven days prior to the function, a fee of 50% of the estimated total revenue may be charged.

G FOOD & BEVERAGE:

7.1 The Hotel will not allow food and/or beverage of any kind onto the premises for consumption or any other purpose, for the Client or the Client's guests or invitees, unless prior arrangements have been made with the Hotel Management.

7.2 If specified, liquor in excess of the amount specified will not be supplied until an authorization is signed by the Client or a duly authorized representative present at the event.

7.3 The Hotel reserves the right to discontinue the supply of liquor at any time, pursuant to the Sale of Liquor Act and Maori Community Development Act 1962.

H ACCOMMODATION

8.1 In the event that rooms are reserved in conjunction with a food and beverage booking, a completed room list will be required 30 working days prior to the commencement of the function.

8.2 The Hotel reserves the right to charge a cancellation fee of one night's accommodation for any rooms cancelled less than 30 days prior to arrival or any rooms subsequently unoccupied.

I HOTEL DAMAGES/INSURANCE:

9.1 The Client is financially responsible for any damage, breakage or pilferage sustained to the Hotel Premises or Equipment by the Client, the Client's guests, invitees, outside contractors or other persons attending the function, whether in the room reserved or any area or part of the Hotel, prior to, during or after the event.

9.2 Nothing is to be nailed, screwed, stapled or adhered to any wall, door or other surface or part of the building unless prior approval has been given by the Hotel Management. Suitable floor protection is to be used as required. Signage in Hotel public areas is to be kept to a minimum and must be approved by the Hotel Management.

9.3 The Hotel will take all necessary care of the Clients property but will take no responsibility for damage to or loss of property or merchandise left in the Hotel prior to, during or after the function.

9.4 The Client will be responsible for the removal of the property after the conclusion of the event and any goods left in the Hotel after the function without prior arrangements will be deemed abandoned.

9.5 The Client must arrange their own personal liability insurance and security, as required.

9.6 The Client should conduct their function in an orderly manner, in full compliance with all applicable laws at a minimum disruption to other guests of the Hotel.

9.7 If the Hotel has reason to believe that a function will affect the smooth running of the Hotel's business, its security or reputation, it reserves the right to cancel the function without liability at any time either before commencement of the function or during it.

9.8 The Hotel reserves the right to exclude or remove any objectionable persons from the function or Hotel premises without liability at any time during the function.

J PRICING POLICY:

10.1 Goods & Services Tax is included in the quoted rates, unless stated otherwise. GST is subject to alteration without notice.

10.2 A service charge may be applicable for each additional hour a function continues after midnight based on the number of confirmed attendees. Likewise, a surcharge may apply for Food & Beverage functions of 25 guests or less.

10.3 Every endeavor will be made to maintain prices as quoted however, prices are based on current costs and may be subject to change without notice to meet increases as they arise.

10.4 A 15% surcharge applies on Public Holidays.

K AGENCY:

11.1 Where the Organizer is not the Client, the Organizer warrants that it has the authority to enter into this agreement on behalf of the Client.

L ASSIGNMENT:

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

M DISPUTE AND APPLICABLE LAW:

13.1 This agreement is made in New Zealand and its construction, validity and performance is determined under New Zealand Law.

N ENTIRE AGREEMENT:

14.1 The Terms and Conditions set out in this Agreement contain the entire Agreement as concluded between the parties.

O FORCE MAJEUR:

15.1 Where matters beyond the reasonable control of the Hotel impairs or prevents the Hotel being able to perform its obligations under the event contract, the Client releases the Hotel from any liability or loss incidental or consequential to such matters.

P COMPLIANCE WITH STATUTES AND REGULATIONS:

16.1 The Client shall observe all relevant statement, regulations, ordinances and by-laws relating to their activity.

16.2 The client shall adhere to all aspects of the New Zealand Sale of Liquor Act (and in conjunction with the hotels host responsibility policy), to ensure that any supply to minors or intoxicated person is prohibited at all times.

Q VARIATION:

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

AGREEMENT

Made on this _____ day of _____ 20_____

BETWEEN Comfort Hotel Flames

AND _____ (“Client”)

RECITALS:

- A. Comfort Hotel Flames is in the business of providing Conference, Banquet, Wedding and Accommodation facilities to the Client.
- B. The Client wishes to engage Comfort Hotel Flames to provide certain use of these facilities for the Client.
- C. The parties now wish to record the terms and conditions of that engagement.

IT IS AGREED THAT:

- 1. The terms and conditions of the engagement are attached as Schedule A.
- 2. The fee schedule is at Schedule B (quotation/confirmation letter).

Comfort Hotel Flames:

Full name: _____

Signature: _____

Wedding party:

Full name: _____

Signature: _____