CUSTOMS HOUSE BRISBANE
2026 EVENT COMPENDIUM

CUSTOMS HOUSE
BRISBANE

CORPORATE EVENTS
AT CUSTOMS HOUSE

Welcome to Customs House! With its elegant grandeur and a team of dedicated professionals, you can be assured that your function at Customs House will be a truly memorable and special occasion.

Our professional and experienced Event Coordinators will work closely with your team to ensure your event planning is an easy process, and that everything runs smoothly.

Our service philosophy is to ensure that our guests receive exceptional service and an unforgettable experience through our commitment to excellence and best practice.

An important part of our strategy is sustainability and a high level of food safety practices. Customs House operates under the University of Queensland's Environmental Management System which has been in place since 1996. At Customs House we take responsibility for our impact on the environment and continuously work towards minimising that impact.

We look forward to welcoming you and your guests to Customs House!

Yours sincerely,

Brian Roberts

Brian Roberts
Director at Customs House

BREAKFAST PACKAGE

CUSTOMS HOUSE SPECIALTY BREAKFAST - $72PP

LONG ROOM & RIVER ROOM BOOKINGS ONLY

YOUR CHOICE OF ONE (1) OF THE FOLLOWING HOT DISHES

Smashed avocado, feta, rocket, poached eggs, slow roasted tomato, sourdough toast (V)

Baked vanilla ricotta crépes, apple and maple syrup compote, slivered almonds (V)

Asparagus and goat's cheese tart, steamed asparagus, roasted tomato, Tasmanian smoked salmon and soft herbs

Spanish omelette with potato, oyster mushroom, grilled chorizo and soft herbs

Mushroom Tarte Tatin: poached egg, crème fraîche, rocket (V)

Poached eggs, crushed green peas and feta, bacon, sourdough toast

Portobello mushrooms, poached eggs, potato rosti, asparagus, hollandaise (V)

Poached eggs on English muffin with crispy kale, honey ham, hollandaise and slow roasted tomato

SERVED WITH

Natural yoghurt with mixed berries topped with toasted muesli

Chilled fresh orange juice

Freshly brewed coffee and tea

INCLUDED IN THE PACKAGE

- Room hire 7:00am – 9:00am
- Lectern & fixed microphone
- Stage
- Registration table
- Complimentary wireless internet
- Black carpet at the Queen Street entrance (weather permitting)

SELECTION OF MINI DANISH PASTRIES - $6PP
ALTERNATE DROP - $5PP

UPGRADE TO SAECO COFFEE - $5PP
(Reid Dining Room and Sylvia Jones Boardroom bookings only)

STAND UP CONTINENTAL BREAKFAST - $55PP

Natural yoghurt served with mixed berries topped with toasted muesli

Bacon, potato and haloumi frittata

Brioche with poached eggs, cheddar cheese, semi sundried tomato and pesto (V)

Selection of mini Danish pastries

Chilled fresh orange juice

Freshly brewed coffee and tea

CUSTOMS HOUSE SPECIALTY BREAKFAST - $62PP

YOUR CHOICE OF ONE (1) OF THE FOLLOWING HOT DISHES

Smashed avocado, feta, rocket, poached eggs, slow roasted tomato, sourdough toast (V)

Baked vanilla ricotta crépes, apple and maple syrup compote, slivered almonds (V)

Asparagus and goat's cheese tart, steamed asparagus, roasted tomato, Tasmanian smoked salmon and soft herbs

Spanish omelette with potato, oyster mushroom, grilled chorizo and soft herbs

Mushroom Tarte Tatin: poached egg, crème fraîche, rocket (V) (GF)

Poached eggs, crushed green peas and feta, bacon, sourdough toast

Portobello mushrooms, poached eggs, potato rosti, asparagus, hollandaise (V)

Poached eggs on English muffin with crispy kale, honey ham, hollandaise and slow roasted tomato

SERVED WITH

Natural yoghurt with mixed berries topped with toasted muesli

Chilled fresh orange juice

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SELECTION OF MINI DANISH PASTRIES - $6PP
ALTERNATE DROP - $5PP

UPGRADE TO SAECO COFFEE - $5PP
(Reid Dining Room and Sylvia Jones Boardroom bookings only)

NOTE: Please consult with your Event Coordinator for room hire rates and minimum spends.

CUSTOMS HOUSE
BRISBANE

ROOMS & CHARGES

ROOM CAPACITIES

ROOM	BANQUET	COCKTAIL	CABARET	THEATRE
Queen Street Level				
The Long Room	220	300	128	200
Mezzanine Level				
Charitable Trusts Room	-	30	-	-
Reid Dining Room	10	-	8	-
Sylvia Jones Boardroom	24	-	22	-
River Level				
The River Room	120	200	96	120
Patina Restaurant	50	-	-	-

ROOM HIRE CHARGES

ROOM	1 - 4 HOURS	4 - 8 HOURS
The Long Room	$2,400	$4,800
Charitable Trusts Room & Reid Dining Room	$350	$700
Sylvia Jones Boardroom	$600	$1,200
The River Room	$1,800	$3,600
Patina Restaurant	$1,000	$2,000

Charges for room rentals are dependent on the room booked, time period booked, final numbers of guests and the confirmed catering arrangements. Minimum numbers and minimum spends are applicable.

EQUIPMENT & SERVICE CHARGES

Audio visual equipment and conference aids vary per room. Listed below are daily rates. For a specific list of options for each room, please consult with your Event Coordinator.

AUDIO VISUAL PACKAGES

Long Room - Data Projector (on a trolley), Projector Screen (pop-up), Laptop Computer, Remote Clicker	$ 400
River Room - Data Projectors (dual drop-down), Projectors (ceiling-mounted), Laptop Computer, Remote Clicker	$ 400

PRESENTATION EQUIPMENT

Data Projector (on trolley)	$ 200
Projector Screen (pop-up)	$ 200
LCD Screen & Stand (with laptop computer)	$ 250
Rear Projection Screen (10'x 7') and Black or Graphite Draping from	$ 660
Laptop Computer with Remote Clicker	$ 150
Remote Clicker	$ 50

AUDIO EQUIPMENT

Lectern & Fixed Microphone	$ 150
(one (1) included complimentary in the River Room & Long Room)	
Hand Held Microphone	$ 150
Lapel Microphone	$ 150

CONFERENCE AIDS

Flipchart, Paper & Pens	$ 50
Standard Whiteboard & Markers	$ 50
Note Pads & Pens	$ 4.50
Pens	$ 2.50
Photocopying or printing - black & white (per page)	25c
Photocopying or printing - colour (per page)	50c

ADDITIONAL INFORMATION

CHAIRS, TABLES & LINEN
You can upgrade our standard banquet chairs to Tiffany Chairs for an additional $10 per chair. Tiffany Chairs are available in white or gold. Minimum numbers and delivery charged may apply.

Customs House standard tables are oval in shape and seat a maximum of 10 persons. Black or white linen tablecloths and serviettes are provided.

TABLE DECORATIONS & STYLING
Two (2) silver candlesticks OR four (4) tealights are provided per table for sit-down functions.

White table top stands can be hired at $50 each - suitable for florals (florals not included).

Real flames are not allowed at Customs House. LED candles and tealights must be used in accordance with our heritage policy.

RECOMMENDED SUPPLIERS
Full list of our recommended suppliers and accommodation partners here.

Please contact your Event Coordinator for any recommendations or questions.

SPECIAL DIETARY REQUIREMENTS
We will be happy to cater for guests who have special dietary requirements. Please speak with your Event Coordinator as prior notice is essential.

Gluten Free (GF) – although dishes are prepared with gluten free products, we cannot guarantee it is 100% gluten free as the dish is prepared in kitchens that also use gluten products

SUPPLIER MEALS
A hot plated main meal plus soft drinks, mineral water and juices can be supplied at $60 per person.

BYO/TAKE AWAY FOOD
No food is permitted to be brought onto the premises or removed from the premises with the exception of celebration cakes or specialty items approved by the Director of Customs House.

PEOPLE WITH DISABILITY (PWD)
Wheelchair access to the building is via the Riverside Terrace centre doors. A lift operates in the building providing access to the Queen Street and Mezzanine levels. A disabled toilet is located on the River Level of the building.

CAR PARKING
STRICTLY NO ONSITE PARKING.

Limited access is provided to off load equipment and supplies required for functions.

Parking is available at:
Wilson's Parking – Riverside Centre
123 Eagle Street, Brisbane
Phone: 1800 727 546

Weeknights
Enter after 5pm – flat rate of $9.80

Weekends
Flat rate of $9.80 per day
(Valid from 5am – 3am)

Weekdays
Rates from $26.60 between 5am & 5pm.

Prepurchase parking online using promo code CUSTHOUSE to access the discounted rates. Please note that this parking offer is NOT VALID for the Secure car park Eagle Street or Wilson's Parking for Eagle Street Pier. (Subject to availability. Pricing subject to change).

PUBLIC HOLIDAYS
Customs House is closed on public holidays.

EVENT TERMS & CONDITIONS

CUSTOMS HOUSE
BRISBANE

CONFIRMATION OF BOOKING/DEPOSIT

Tentative holds will be held for a maximum of 5 working days only. A deposit equal to 25% of your expected expenditure and signed Event Contract/Credit Account Application are required to confirm your booking. If the deposit is outstanding past the due date, the tentative hold will be cancelled and the date will be released.

ROOM HIRE

The room hire charge is dependent on the time booked, the final number of guests and the confirmed catering arrangements. Minimum spends are applicable.

ROOM ALLOCATION

We reserve the right to allocate the most suitable room to your event. Should the unexpected occur, we reserve the right to hold the function in a space comparable to that originally chosen. In such exceptional circumstances you will be consulted in advance.

FINAL DETAILS

To ensure a smooth and successful function, all details relating to schedule, menus, beverages, room set up and audio visual requirements are required at least 2 weeks prior to your event. All additional requests received after this time may not be able to be accommodated.

CONFIRMED NUMBERS

To meet operational requirements, minimum guaranteed numbers are required 7 working days (Mon – Fri) prior to the date on which the function commences. This is the minimum number of guests that will be catered and charged for.

LONG ROOM – MINIMUM SPEND

A minimum spend of **$18,000** is required for food, beverage, and room hire in The Long Room on a Saturday evening. Minimum spend of **$15,000** also apply to Friday and Sunday evenings.
Days that fall before a public holiday will incur the same minimum spend as a Saturday evening.

RIVER ROOM – MINIMUM SPEND

A minimum spend of **$12,000** is required for food, beverage, and room hire in the River Room on a Saturday evening. Minimum spends of **$9,000** also apply to Friday and Sunday evenings.
Days that fall before a public holiday will incur the same minimum spend as a Saturday evening.

CANCELLATION & POSTPONEMENT POLICY

Should you need to cancel your function the following conditions apply. Notification of cancellation MUST be in writing:

- **Notice of more than 120 days** – full deposit is refunded provided the room is rebooked and a deposit paid.
- **Notice of 30 – 120 days** – 50% of monies is retained by Customs House, 50% of monies is refunded provided the room is rebooked and a deposit paid.
- **Notice of 7 – 30 days** – all monies are retained by Customs House.
- **Notice of less than 7 days** – all monies are retained by Customs House plus you will be charged for 75% of catering costs and room hire associated with your event.

CHANGE OF CIRCUMSTANCE

Whilst every reasonable effort will be made to ensure that your function will proceed on the date you have nominated, we reserve the right to cancel your function due to a change in circumstances/unforseen Act of God which may be within or outside our control. As soon as we become aware of any such change in circumstances, we will notify you that your function is cancelled and we will refund your deposit in full. Your damages in respect to any cancellation are limited to the amount of the deposit and you have
no further claim against us for any further damages or loss that you may suffer as a consequence of the cancellation.

STAFF LEVY & SURCHARGES

Should you wish to extend your dinner package by one hour to a 5 hour duration, a surcharge of $20 per person is applicable which includes beverages (half hour extension is $10 per person).

FUNCTION TIMING

It is the client's responsibility to ensure that the function begins at the specified time. If the function begins after the specified time, it will still be subject to the finishing time specified on the Event Order unless Management agrees otherwise. Customs House does not offer dinner functions in excess of 6 hours duration. A room hire charge is applicable where functions extend beyond the finishing time specified on the Event Order without the approval of Management.

PRICES (PRICES ARE INCLUSIVE OF GST)

Prices in this compendium are applicable for functions held from **1 January 2026 to 31 December 2026** and are inclusive of GST. Prices are not applicable for wedding receptions. Please refer to the Customs House Wedding Compendium for all wedding packages.

MENUS/BEVERAGES

Menus and beverage packages are subject to change without notice.

NOISE RESTRICTIONS

As Customs House is adjacent to residential apartments, noise restrictions are applicable as specified on our liquor licence. Amplified music is NOT permitted in any outdoor area. All entertainment in every form must be discussed with your Event Coordinator and approved by the Director prior to your function. Management reserves the right to refuse approval of entertainment in any form prior to your function if it does not conform to the guidelines required by Customs House.

SECURITY

Should Customs House deem it necessary for a specific event, security guards may be required at the cost of the client.

EVENT TERMS & CONDITIONS

EXTERNAL AUDIO VISUAL CONTRACTORS

For all functions, plans must be approved by Customs House a minimum of 14 days before the function. Outside contractors must liaise with Customs House in all matters of delivering, set up and break down. Outside contractors appointed by the client, or by the Customs House on behalf of the client, must at all times abide by Customs House's regulations and instructions. All outside contractors will be required to obtain their own appropriate public liability insurance with a minimum cover of $10,000,000 and must provide certificate of proof to Customs House.

LIQUOR LICENCE/ALCOHOL SERVICE

Customs House operates under the terms and conditions of its Commercial Special Facility Licence. In accordance with the Liquor Act, responsible service of alcohol is practised at Customs House. Alcohol will not be served to guests under the age of 18 years or to intoxicated guests. Management reserves the right to request proof of age identification for any function guest. For dinner functions with a 4 hour beverage package we require that a 3 course menu be served OR canapés followed by a 2 course menu.

We require that a minimum of 4 canapés are served each hour of a function period if no other food is served.

Customs House is licensed until 12.00 midnight.

PERSONAL EFFECTS

You and your guests are strictly liable and responsible for any items, equipment or personal effects brought into or left at Customs House. Customs House will not be liable for damage, loss or theft sustained by you or your guests before, during or after your event, except where such damage, loss or theft is due to Customs House's negligence.

BREAKAGES

Clients are financially liable for any damage sustained to the Customs House by the action of their guests or outside contractors. All breakages and damages will be charged to the client in full.

INDEMNITY AND LIABILITY

The Client indemnifies the University from all losses, claims, actions, demands, proceedings, damages, costs, charges and expenses (including consequential damages or losses) in respect of or in relation to the death of or injury to, or illness of any person or loss of, or damage to property to the extent that such loss or damage is caused by the negligent or wilful act or omission of the Client or its employees or agents in relation to the performance of this agreement.

DELIVERY & COLLECTION OF GOODS

A serious lack of storage in our heritage building necessitates delivery of goods on the same day as your event. All items delivered to Customs House must be clearly identified and have a return address. Please speak with your Event Coordinator for a delivery template. Items must be removed on completion of your event. The delivery of goods to Customs House is at your own risk and liability. Customs House will not be liable for damage, loss or theft of your goods before, during or after your event, except where such damage, loss or theft is due to Customs House's negligence.

HERITAGE RESTRICTIONS

Due to the heritage nature of Customs House certain restrictions are applicable:

- No items are to be pinned, glued, taped or attached in any way to the walls, floors or ceilings.
- The use of helium balloons, bubbles, rice, confetti and indoor fireworks is prohibited.
- Due to the limited facilities in our heritage building, we are unable to offer guests a choice menu in any course.
- We are unable to offer menu tastings.
- LED candles and tealights ONLY.
- Haze effect/fog machine (dry ice only) may be used with prior approval by your Event Coordinator. A $500 isolation fee applies.

SMOKING POLICY

Customs House is a non-smoking venue. Should guests wish to smoke, they must move outside the grounds. All food and beversages are to remain on the property.

CUSTOMS HOUSE
BRISBANE

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