



CUSTOMS HOUSE BRISBANE
2026 EVENT COMPENDIUM

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



COCKTAIL PACKAGES

2-HOUR COCKTAIL PACKAGE - \$99PP

CANAPE MENU

Your choice of seven (7) Standard Canapes (hot or cold)

Your choice of one (1) Substantial Canape

2-HOUR CUSTOMS HOUSE BEVERAGE PACKAGE

- Até Sparkling Brut
- Até Pinot Grigio
- Até Cabernet Sauvignon
- Great Northern Original
- Asahi Soukai 3.5
- Cascade Premium Light
- Somersby Apple Cider
- Soft Drinks, Mineral Water and Orange Juice

PACKAGE INCLUSIONS

- 2-Hour Room Hire
- 2-Hour Customs House Beverage Package
- Stage + Lectern & fixed microphone
- Registration table
- Scattered cocktail tables with occasional seating
- LED tea lights on cocktail tables
- Background music
- Black carpet at the Queen Street entrance (weather permitting)

UPGRADE DRINKS PACKAGE

PREMIUM - \$15PP • DELUXE - \$25PP • PRESTIGE - \$55PP

3-HOUR COCKTAIL PACKAGE - \$119PP

CANAPE MENU

Your choice of seven (7) Standard Canapes (hot or cold)

Your choice of one (1) Substantial Canape

Your choice of one (1) Fork Dish

3-HOUR CUSTOMS HOUSE BEVERAGE PACKAGE

- Até Sparkling Brut
- Até Pinot Grigio
- Até Cabernet Sauvignon
- Great Northern Original
- Asahi Soukai 3.5
- Cascade Premium Light
- Somersby Apple Cider
- Soft Drinks, Mineral Water and Orange Juice

PACKAGE INCLUSIONS

- 3-Hour Room Hire
- 3-Hour Customs House Beverage Package
- Stage + Lectern & fixed microphone
- Registration table
- Scattered cocktail tables with occasional seating
- LED tea lights on cocktail tables
- Background music
- Black carpet at the Queen Street entrance (weather permitting)

UPGRADE DRINKS PACKAGE

PREMIUM - \$15PP • DELUXE - \$25PP • PRESTIGE - \$55PP

COCKTAIL PACKAGES

4-HOUR COCKTAIL PACKAGE - \$139PP

CANAPE MENU

Your choice of seven (7) Standard Canapes (hot or cold)

Your choice of one (1) Substantial Canape

Your choice of two (2) Fork Dishes

4-HOUR CUSTOMS HOUSE BEVERAGE PACKAGE

- Até Sparkling Brut
- Até Pinot Grigio
- Até Cabernet Sauvignon
- Great Northern Original
- Asahi Soukai 3.5
- Cascade Premium Light
- Somersby Apple Cider
- Soft Drinks, Mineral Water and Orange Juice

PACKAGE INCLUSIONS

- 4-Hour Room Hire
- 4-Hour Customs House Beverage Package
- Stage + Lectern & fixed microphone
- Registration table
- Scattered cocktail tables with occasional seating
- LED tea lights on cocktail tables
- Background music
- Black carpet at the Queen Street entrance (weather permitting)

UPGRADE DRINKS PACKAGE

PREMIUM - \$15PP • DELUXE - \$25PP • PRESTIGE - \$55PP

5-HOUR COCKTAIL PACKAGE - \$159PP

CANAPE MENU

Your choice of six (6) Standard Canapes (hot or cold)

Your choice of one (1) Substantial Canape

Your choice of two (2) Fork Dishes

Your choice of two (2) Sweet Canapes

5-HOUR CUSTOMS HOUSE BEVERAGE PACKAGE

- Até Sparkling Brut
- Até Pinot Grigio
- Até Cabernet Sauvignon
- Great Northern Original
- Asahi Soukai 3.5
- Cascade Premium Light
- Somersby Apple Cider
- Soft Drinks, Mineral Water and Orange Juice

PACKAGE INCLUSIONS

- 5-Hour Room Hire
- 5-Hour Customs House Beverage Package
- Stage + Lectern & fixed microphone
- Registration table
- Scattered cocktail tables with occasional seating
- LED tea lights on cocktail tables
- Background music
- Black carpet at the Queen Street entrance (weather permitting)

UPGRADE DRINKS PACKAGE

PREMIUM - \$15PP • DELUXE - \$25PP • PRESTIGE - \$55PP

TAILORED MENU COCKTAIL & SIT-DOWN FUNCTIONS

STEP 1: DESIGN YOUR OWN COCKTAIL MENU FROM THE CANAPÉ SELECTIONS

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

Please refer to our Cocktail Packages to find inspiration when building the ideal menu inclusions.

STEP 2: PAIR YOUR CHOSEN CANAPES WITH A BEVERAGE CONSUMPTION TAB

Beverages are charged on consumption, pre-selected from our beverage list.

Wine and beer is charged by the bottle. Non-alcoholic beverages are charged by the glass.

We suggest that you select 1 sparkling wine, 1 - 2 white wines, 1 - 2 red wines, 2 - 3 beers, as well as non-alcoholic options including mineral water (sparkling and still), soft drink and juice.

STEP 3: CONSULT WITH YOUR EVENT COORDINATOR TO PREPARE A FORMAL QUOTE

As all events have different requirements, please ensure to consult with your Event Coordinator to calculate any additional fees including room hire, bar set up etc. noting that these charges may change as your event plans develop.





CANAPE SELECTIONS

STANDARD CANAPES

COLD CANAPÉS - \$5.50 PER ITEM

Oyster in the shell (GF) (DF)

Fresh Queensland prawn with lime and lemongrass aioli (GF) (DF)

Moreton Bay bug, curried mango mayo, crispy wonton (DF)

Steak tartare, bean crisp, smoked yolk, potato frites

Cured kingfish, smoked sour cream, orange, dill, on rye

Mini Queensland sand crab, celery, Kewpie mayo, bun (DF)

Smoked salmon on blinis with sour cream and salmon pearls

Ocean trout, toasted brioche, pickled onions, dill

Scallop ceviche, papaya, pork crackle dust, on a spoon (GF) (DF)

Mini vol au vent, smoked salmon mousse, asparagus, preserved lemon (DF)

Duck liver parfait, flaky pastry, port wine gel

Five spiced duck, hoisin mayo, chives, sesame seeds, crispy wonton (DF)

Duck rilette, mandarin, toasted macadamia, crostini

Grilled lamb fillet, yoghurt, olive, bruschetta

Rare beef, mustard, crispy shallot, micro parsley, on a spoon (GF) (DF)

Assorted Sushi rolls, gluten free soy sauce and wasabi (V) (GF)

Pea & mint bruschetta, labneh, preserved lemon crumb, crostini (V)

Goat's cheese, fig and beetroot relish tart (V)

Moroccan hummus, zucchini and roasted capsicum tart, harissa yoghurt (V)

Baby caponata, goat cheese, crouton (V)

Smoky eggplant and pine nut peppered tart with yoghurt and black olive (V) (GF)

CANAPE SELECTIONS

STANDARD CANAPES

WARM CANAPÉS - \$5.50 PER ITEM

Noosa crab cakes, sauce gribiche, watercress

Moreton Bay bug mornay, pancetta crumb, tart

Quail breast wrapped with sage and prosciutto (GF) (DF)

Steamed mini beef brisket buns (DF)

Confit duck and butternut pumpkin tart

Duck spring roll, XO sauce (DF)

Mini lamb kofta with spiced yoghurt (GF)

12 hour braised lamb shoulder, hummus and parsley tart

Confit pork belly, ginger chilli caramel, coriander (GF) (DF)

Pork belly, enoki mushrooms, Kimchi miso (GF) (DF)

Karaage chicken, Japanese pickles, kewpie, furikake, charcoal bun

Brisket, mac + cheese croquette, smoked chipotle, aioli

Beef and burgundy pie, green pea, mash, relish

Baked ricotta and pancetta tarts

Chickpea falafel, pumpkin hummus, coconut labneh (V)

Mushroom, thyme and black truffle tart (V)

Asparagus and goat's cheese tart (V)

Sweet corn fritters with spiced tomato salsa (V) (GF) (DF)

Mini savoury tart filled with leeks, Gruyere, roasted cherry tomato, baby chervil (V) (GF)

Pumpkin + Provolone arancini, pepita pesto, aioli (V)

SWEET CANAPÉS - \$5.50 PER ITEM

Lemon citrus tartlet

Salted chocolate tart

Crème brûlée tart

Chocolate and raspberry cup (GF)



CANAPE SELECTIONS

SUBSTANTIAL CANAPÉS - \$9 PER ITEM

Flathead taco, bush tomato salsa, guacamole, finger lime

Wagyu slider, Swiss cheese, house pickles, sobrasada mayo

Chicken Karaage slider, pickled vegetables, Sriracha mayo

Tempura king prawn sliders, baby gem, Jalapeno, avocado ranch

Grilled mushroom slider, comté cheese, spinach, bell pepper pesto

Marinated haloumi shish kebab, zucchini, piquillo pepper, sumac yoghurt (V)

Mini plant-based cheese burger, pickles, mustard, sauce (V)

FORK DISHES - \$15 PER ITEM

Buffalo burrata, marinated tomatoes, garlic crumb, basil oil

Flame grilled salmon, ponzu, edamame, wakame, black sesame, rice

Salt and pepper calamari, Asian slaw, ginger and wasabi dressing

Butter chicken, basmati, mint yoghurt, garlic naan

Moroccan spiced lamb, tagine couscous, spiced yoghurt

12 hour slow roasted lamb shoulder, cauliflower purée, salsa verde (GF)

Mexican pulled pork, pinto beans, avocado, sour cream, jalapenos, crisp corn tortilla

Beef cheeks, truffle mash, gremolata (GF)

Potato gnocchi, roasted mushrooms, truffle Parmesan cream, parsley (V)



FOOD STATIONS

MINIMUM 50 GUESTS PER STATION

CHEESE STATION - \$25PP

Selection of Australian and imported artisan cheeses served with a variety of crackers, bread and dried fruits.

CHARCUTERIE STATION - \$25PP

Assorted premium cold meats served with a variety of pickled vegetables, olives and breads

INTERACTIVE SCALLOP STATION (1.5HRS) - \$25PP

Ceviche with avocado and pickled onions

Toasted Miso glaze with sesame seed and shallots

INTERACTIVE BAMBOO BASKET STATION (1.5HRS) - \$25PP

Beef brisket buns (DF)

Shiitake and spring onion buns (V) (DF)

DESSERT STATION - \$25PP

Caramel macadamia tarts

Chocolate and raspberry tarts

Crème brûlée tartlets

Assorted macarons (GF)

Mini Eton Mess (GF)



BEVERAGE PACKAGES

CUSTOMS HOUSE BEVERAGE PACKAGE

Até Sparkling Brut
Até Pinot Grigio
Até Cabernet Sauvignon
Great Northern Original
Asahi Soukai 3.5
Cascade Premium Light
Somersby Apple Cider
Soft Drinks, Mineral Water and Orange Juice

CUSTOMS HOUSE PACKAGE

2HR - \$46PP | 3HR - \$53PP | 4HR - \$59PP | 5HR - \$65PP

DELUXE BEVERAGE PACKAGE

Bianca Vigna Prosecco
Rameau D'or Petit Amour Rosé
Red Claw Chardonnay
Red Claw Pinot Noir
Murdoch Hill Syrah
Asahi Super Dry
Stone & Wood Pacific Ale
Asahi Soukai 3.5
Cascade Premium Light
Somersby Apple Cider
Soft Drinks, Mineral Water and Orange Juice

DELUXE PACKAGE

2HR - \$67PP | 3HR - \$74PP | 4HR - \$80PP | 5HR - \$86PP

PREMIUM BEVERAGE PACKAGE

Veuve Ambal Blanc de Blancs Brut NV
Cloud Street Pinot Grigio
Credaro Five Tales Shiraz
Asahi Super Dry
Asahi Soukai 3.5
Cascade Premium Light
Somersby Apple Cider
Soft Drinks, Mineral Water and Orange Juice

PREMIUM PACKAGE

2HR - \$56PP | 3HR - \$63PP | 4HR - \$69PP | 5HR - \$75PP

PRESTIGE BEVERAGE PACKAGE

Taittinger Cuvee Prestige Brut Champagne
Craggy Range Te Muna Sauvignon Blanc
Burton McMahon D'Aloisio Chardonnay
Chateau Minuty M de Minuty Rosé
Giant Steps 'Yarra Valley' Pinot Noir
Henschke Keyneton Euphonium
Asahi Super Dry
Stone & Wood Pacific Ale
Asahi Soukai 3.5
Cascade Premium Light
Somersby Apple Cider
Soft Drinks, Mineral Water and Orange Juice

PRESTIGE PACKAGE

2HR - \$99PP | 3HR - \$106PP | 4HR - \$112PP | 5HR - \$118PP

COCKTAILS

ARRIVAL SPECIALTY COCKTAILS

\$18PP IN CONJUNCTION WITH BEVERAGE PACKAGE

\$22PP WITH BEVERAGES ON CONSUMPTION

Classic Espresso Martini - Vodka, Kahlua, Espresso Coffee

Salted Caramel Espresso Martini - Vodka, Kahlua, Caramel, Espresso Coffee

Aperol Spritz - Aperol, Prosecco, Soda, Orange

Pimms Cup - Pimms, Cucumber, Lemon, Orange, Ginger Ale

Spiced Rum Mojito - Sailor Jerry Rum, Lime Chunks, Mint Leaves, Sugar Syrup

Negroni Classico - Campari, Carpano Classico Rosso, Gin

Berry Cobbler - Gin, Smashed Berries, Cucumber, Club Soda

Caipiroska - Vodka, Smashed Lime, Sugar, Crushed Ice

Whiskey Sour - Whiskey, Lemon Juice, Egg White

LYRE'S 0% COCKTAILS - \$12 PER COCKTAIL

Lyre's Amalfi Spritz

Bittersweet Orange | Grapefruit | Italian Spritz

Lyre's Classico

0% Prosecco | Grapefruit | Maraschino Cherry

Lyre's G&T Zero

Juniper | Citrus | Tonic

HOUSE SPIRITS PACKAGE - \$15PP PER HOUR (MIN. 3HRS)



BEVERAGE LIST

CHAMPAGNE & SPARKLING WINES

Veuve Clicquot	\$ 160
Taittinger Cuvee Prestige Brut	\$ 160
Jansz Cuvee NV	\$ 76
Bianca Vigna Prosecco DOC Brut	\$ 75
Veuve Ambal Blanc de Blancs Brut NV	\$ 59
Até Sparkling Brut	\$ 52

WHITE & ROSE WINES

Burton McMahon D'Aloisio Chardonnay	\$ 98
Shaw & Smith M3 Chardonnay	\$ 112
Stargazer Single Vineyard Riesling	\$ 85
Craggy Range Te Muna Sauvignon Blanc Red	\$ 78
Claw Chardonnay	\$ 79
Rameau D'or Petit Amour Rosé	\$ 72
Cray Point Sauvignon Blanc	\$ 58
Cloud Street Pinot Grigio	\$ 56
Até Pinot Grigio	\$ 52

DESSERT WINES

Chateau Lapinesse Sauternes 375ml	\$ 69
DeBortoli 'Noble One' Botrytis Semillon 375ml	\$ 86

RED WINES

Henschke 'Euphonium Keyneton' Shiraz Cabernet Merlot	\$ 138
Giant Steps 'Yarra Valley' Pinot Noir	\$ 90
Leeuwin 'Art Series' Shiraz	\$ 112
Kalleske 'Moppa' Shiraz	\$ 90
Snake & Herring 'Outshined' Cabernet Sauvignon	\$ 91
Red Claw Pinot Noir	\$ 79
Murdoch Hill Syrah	\$ 76
Storm Bay Pinot Noir	\$ 61
Credaro Five Tales Shiraz	\$ 56
Até Cabernet Sauvignon	\$ 52

BEERS & CIDERS

Heineken Zero (alcohol free)	\$ 7
Cascade Premium Light 2.6%	\$ 7
Great Northern Original 4.2%	\$ 8
Asahi Soukai 3.5%	\$ 9
Peroni 3.5%	\$ 9
Asahi Super Dry 5.0%	\$ 10
Corona 4.5%	\$ 10
Stone & Wood Pacific Ale 4.4%	\$ 11
Somersby Apple Cider	\$10

BEVERAGE LIST

SPIRITS

Standard Brands with Mixer \$ 11

Absolut Blue Vodka | Beefeater Gin | Ballantines Scotch
 Jim Beam Bourbon | Bundaberg Rum | Havana Club
 White Rum

Premium Brands with Mixer

Vodka

Belvedere Pure Poland \$ 12

Gin

Hendricks Scotland \$14

Bombay Sapphire England \$12

Whiskey

Chivas Regal 12 Year Old Scotland \$12

Johnnie Walker Black Label 12 Year Old Scotland \$14

Glenfiddich 12 Year Old Single Malt Scotland \$15

The Glenlivet 15 Years Old Scotland \$18

Bourbon

Jack Daniels Old no.7 USA \$12

Makers Mark Bourbon USA \$12

Rum

Mount Gay Barbados \$12

Sailor Jerry Spiced Caribbean Virgin Islands \$12

The Kraken Black Spiced Caribbean Blend \$13

PORTS, LIQUEURS & COGNACS

Kopke 10 Year Old Tawny Port \$ 17

Penfolds Grandfather Tawny \$ 19

Liqueurs (from) \$ 11

Courvoisier VSOP \$ 19

Hennessy XO \$ 32

SOFT DRINKS & JUICES

Soft Drinks (per glass) \$ 5

Mineral Water (per glass) \$ 5

Orange Juice (per glass) \$ 5



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

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/unforeseen 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.

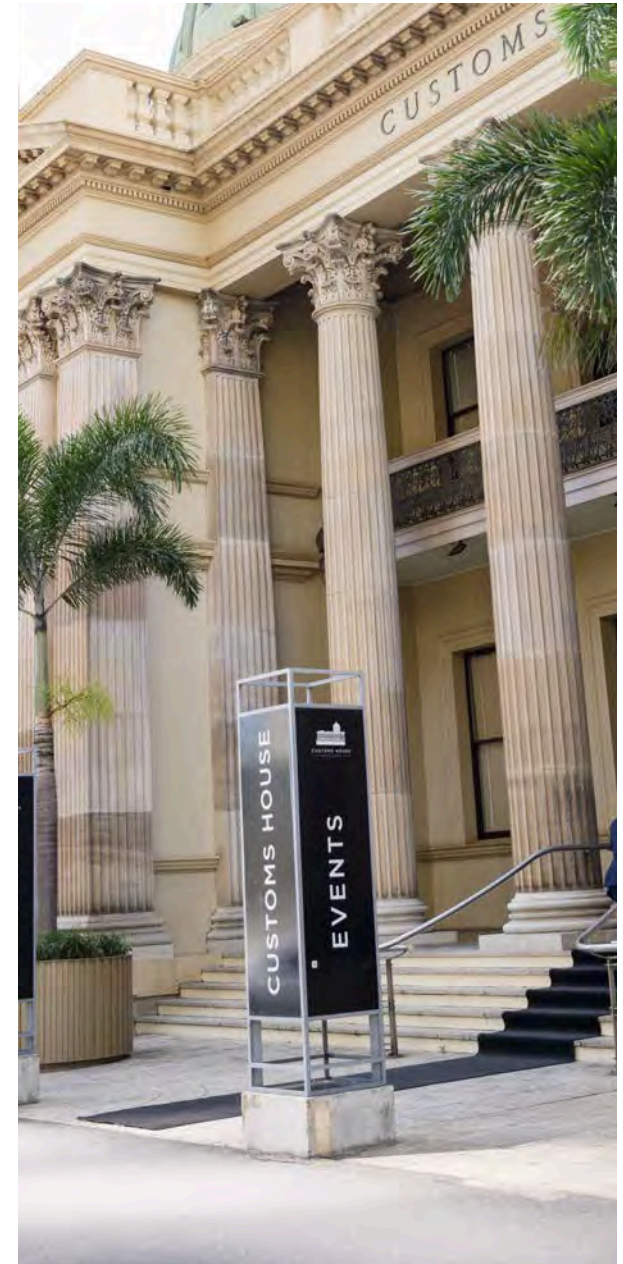
HERITAGE RESTRICTIONS

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 beverages are to remain on the property.





CUSTOMS HOUSE
— BRISBANE —

Customs House Brisbane
399 Queen Street Brisbane QLD 4000

events@customshouse.com.au

Ph: (07) 3365 8999

WWW.CUSTOMSHOUSE.COM.AU