

SYDNEY TOWER DINING



SCHOOL TOUR INFORMATION PACKAGE AND BOOKING FORM

The Sydney Tower Dining School Tour has been in place for more than 25 years now and continues to be a successful and integral part of our operations. Tours are conducted by industry professionals and the content of each tour reflects the student's curriculum & relates it to a contemporary practice in the field. Tours may be of interest to students studying Food Technology, Business Studies and Hospitality & Tourism. Each tour package includes:

- **1.5 hour inspection and educational tour** of the Sydney Tower Dining venues including:
 - Sydney Tower Buffet
 - 360 Bar and Dining
 - Studio (subject to availability of the event space)
 - Sydney Tower Dining Production Kitchen and internal facilities.
- **Worksheets** for students, covering questions and information from the tour.
- **1 hour lunch** at Sydney Tower Buffet offering a wide selection of hot and cold meats, seafood, salads, international dishes and desserts – and of course 360 degree panoramic views of Sydney. This includes one glass of soft drink per student.

To ensure the best service and quality of tour we aim to allocate 50 students per session, with a 1:25 teacher student ratio for all tours. More than 50 students may be spread over two days, depending on the case of the school, and at the discretion of Sydney Tower Dining.

Don't miss out on the opportunity for your students to experience an interactive & enjoyable educational excursion at one of Sydney's most popular Tourist Attractions. Should you wish to proceed with making a reservation, simply complete the booking forms below and return to our reservations team.

Kind Regards,

School Tours Team

Sydney Tower Dining

Sydney Tower Dining | Trippas White Group Pty Ltd

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SCHOOL TOUR RISK ASSESSMENT INFORMATION

As with any exposure to the general public of a controlled area such as a kitchen, restaurant or back of house space there will be certain risks involved. OH&S regulations state that controlling measures should be put in place to reduce as much risk as possible. All due care is taken by the Chef's and Management team in house and to lessen a risk all strategic measures must be taken. The following risks and/or hazards were identified while on a Tour of the Production Kitchen for Sydney Tower Dining:

AREA	RISK	CONTROL MEASURE	SCORE
Goods Lift	Risk of overcrowding if Tour Guides underestimate available space	Signage in lift explaining maximum number of people allowed in lift.	6
Production Kitchen	General risk of injury from appliances through Heat, Fat Spills, and Instruments used to prepare food.	Students are kept at a distance from all operating appliances. They are not permitted to touch equipment, only encouraged to look.	5
Production Kitchen	Floor can be greasy due to nature of work. Students could slip.	Regular cleaning done by staff, spills contained immediately and students advised to be cautious while in the Kitchen.	5
Production Kitchen	Miscellaneous Risks associated with being in a functioning food preparation area.	Fire Hose available.	4
All Tower	General	All paths are kept clear of obstructions	
All Tower	General	General First aid is available in the office and First aid Officers are always on site to offer assistance if required	
All Tower	General	Fire Blankets and Fire Extinguishers in place: Red Band (CO2) for oil, electrical and other liquids fires. White Band (Dry Chemical) for paper, wood, liquid and electrical fires. Silver Band (Wet Chemical) for animal fat and vegetable oil fires.	
All Tower	General	All appliances are tagged from electrical checks.	
All Tower	General	OH&S Documentation in clear view of all staff, students and teachers.	
All Tower	General	Maintenance staff members are always on site to repair and damaged items that may be posing a risk.	

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Please note the assessment of how likely the mentioned risks are to take place and how likely they are to cause injury or illness was based on the Assessment Scale outlined below as per Australian Work Cover Standards.

1 How severely could it hurt someone or how ill could it make someone?	2 How likely is it to be that bad?			
	++ very likely could happen any time	+ likely could happen sometime	- unlikely could happen, but very rarely	-- very unlikely could happen, but probably never will
☠ kill or cause permanent disability or ill health	1	1	2	3
!!! long term illness or serious injury	1	2	3	4
!! medical attention and several days off work	2	3	4	5
! first aid needed	3	4	5	6

For Risk Scores:

- 1-2 Immediate action is required. This should be brought to the immediate attention of the relevant manager (if not done so already), the HR Manager. The risk should be eliminated or controlled immediately.
- 3-4 Action is to be prioritized by the relevant manager. The risk should be eliminated or controlled in a timely manner as determined by the manager in consultation with OHS committee.
- 5-6 The risk should be eliminated or controlled when other risks with higher risk scores have been controlled/eliminated. This is to be actioned by the OHS Manger, in consultation with operational managers and employee representatives.

Based on the above information the School Tour of Sydney Tower Dining and its Production Kitchen should be classed as a LOW RISK activity. All due care is taken while the students are on site. First aid trained staff, equipment and instructions are readily available and immediate access by Managers and Supervisors to all Tour areas is available.

As the Tower is an Australian icon there are certain situations that would remain out of the control of Sydney Tower Dining Operations such as local emergencies, accidents and threats. Should any of these arise, all instructions from emergency services and government bodies will be followed. Sydney Tower Dining Operations monitors current OH&S systems and procedures, and works on a continuous improvement basis.

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SCHOOL TOUR TERMS AND CONDITIONS

1. Tentative Bookings

School Tours can be tentatively booked and held for a period of ten (10) days by completing the booking form found at the bottom of this package. If confirmation is not received at the close of business on the tenth day, we will assume that you no longer require us to hold this date; therefore it will be released and become available to others.

2. Prices

A cost of \$45.00 (incl. tour and lunch) applies per person entailing the dining experience and the educational program. To participate in the tour/educational program only with no lunch included, a cost of \$25.00 applies per person. One (1) free of charge applies for every sixteen (16) paying students. While all attempts are made to maintain published prices, they may be subject to change at the discretion of venue management. Clients will be informed of price changes prior to the tour date. Prices quoted include GST unless otherwise specified.

3. Confirmation of Booking

Confirmation of your School Tour will be upon receipt of the payment of the required deposit by the specified date. Failure to adhere to this procedure may result in venue cancelling the tour.

4. Confirmation of Guest Numbers

We advise all tours are booked based on minimum numbers. The confirmation of FINAL chargeable numbers attending your event must be at least 1 week (7 days) prior to the tour date. Please be advised that the minimum numbers of guests for all school tours is 10 students per session.

5. Payment Terms

- A deposit of 25% of the total quotation is required to confirm your tour. Where any third-party services are booked on your behalf, an additional deposit may be required.
- Full payment of all quoted prices must be made at least 2 days (48 hours) prior to the tour. Individual payments by students will not be accepted.
- Payments can be made via electronic funds transfer or via credit card. Cheques are no longer accepted.
- All CREDIT CARD TRANSACTIONS WILL INCUR AN ADMINISTRATION CHARGE OF 1% FOR VISA, MASTERCARD, AMEX AND DINERS.
- The venue reserves the right to charge interest at the rate of 10% per calendar month on any unpaid amounts following completion of the tour.

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6. Cancellation

All cancellations must be made in writing and at the discretion of the venue management will incur the following charges.

- If cancellation occurs more than 60 days prior to the event date, 100% of the deposit will be refunded.
- If cancellation occurs 21-60 days (inclusive) prior to the event date, 50% of the deposit will be refunded
- If cancellation is less than 21 days prior to the event date, the cancellation fee will consist of the total deposit.
- In addition to the cancellation charge, the client will be liable for any cancellation fees incurred by the venue for services contracted and/or deposited on your behalf, where the venue and/or third party supplier applies a cancellation fee.
- The venue assumes no responsibility for circumstances beyond the venue control, which prevent the venue from fulfilling its obligations.

7. Smoking at VENUE

Smoking is NOT permitted within the venue premises. Teachers, parents, guardians and students may use outside areas once the tour is complete.

8. Responsible Service of Alcohol/Disorderly Conduct

The venue has a Responsible Service of Alcohol Policy.

- Liquor will not be sold or supplied to a person under 18 years of age
- Proof of age must be provided on request
- Licensee will not permit intoxication or any indecent, violent or quarrelsome behaviour on the licensed premises
- Liquor will not be sold or supplied to any person who is at the time in a state of intoxication. Accordingly, patrons will be denied service if they are considered to be intoxicated and in accordance with the law, will be asked to leave the Venue.

9. Compliance

The Client is not permitted to exceed any noise levels, which, in the opinion of the venue, may disturb other guests of the venue, local residents or disrupt the normal operations of the venue. The Client must ensure that they and the guests at their event do not breach any statutes, by-laws or regulations including the venues liquor license and fire regulations.

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10. Insurance

- The venue holds a Public Liability Insurance for a minimum level of cover per claim of \$20 million
- The venue maintains all insurances that are reasonably necessary to the organisation, administration and operation of the venue.
- Any additional insurance costs will be passed on to the client.

11. Damages

Neither the venue nor any alternate venue booked on behalf of the client shall be liable for any loss or damage sustained by the client or by any person, firm or corporation supplying any client. The client shall be responsible for the cost of making good any damage or loss caused to any Venue booked on behalf of the client and the venue buildings, furniture, fittings and equipment arising out of and in the course of the School Tour.

12. Indemnity

The client uses and occupies any venue booked on their behalf by the venue at their own risk. The client hereby indemnifies the venue and agrees to keep the venue indemnified against all actions, suits, proceedings, claims and demands, costs and expenses whatsoever which may be taken or made against the venue and/or incurred arising out of injury or damage to any person or property from or during the use of the venue facilities.

13. Agency

Unless otherwise agreed, the party which signs these terms and conditions will be the party responsible for payment of the event charge. If the School Tour is being booked by an agent on behalf of a third party, the third party must also sign these terms and conditions. Alternatively, the agent must provide the venue written authorisation from the third party which confirms the agent is authorised to sign these terms and conditions and acknowledges that NO commission, incentive or fee may be payable by the venue to the agent.

14. Child Protection Employment Act 1998

Sydney Tower Dining complies with the Child Protection Security Act 1998.

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15. Occupational Health & Safety

Every employee or agent of Sydney Tower Restaurant is made conscious of all potential hazards that may arise whilst conducting the tour.

A tour guide and teachers should only take groups large enough to not impact the workings and space limitations of the kitchens / storage areas.

Student, visitor and employee safety is paramount. Before entering the Lower Ground area and loading dock area, Tour Guides are to make sure that students and teachers are aware of potential hazards that may be present.

16. Uniform

In accordance with Occupational Health & Safety Standards all students must be wearing school uniform including closed footwear for the duration of the tour and lunch at Sydney Tower Dining. Students not wearing uniform will not be allowed to participate in the tour.

17. Responsibilities

The tour guide at no time replaces the teacher's role and accountability for the student group. The teacher remains responsible for all student conduct. Management reserves the right to refuse entry and / or expel any visitor for misconduct or inappropriate behaviour at the discretion of the Sydney Tower Restaurant.

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Sydney Tower Buffet: School Tour Booking Form

Contact Information			
School Name:		Year/ Class:	<input type="checkbox"/> Food Tech <input type="checkbox"/> Hospitality <input type="checkbox"/> Business <input type="checkbox"/> Other _____
School Phone:		School Fax/Email:	
Contact Name:		Contact Number:	
Reservation Details			
School Tours are conducted Monday through to Friday during the school term. Please be advised, school groups are requested to arrive at 9:45AM and all tours will begin at 10:00AM.			
Preferred Date Option 1. :		Preferred Date Option 2. :	
Number of Teachers:		Number of Students:	
Package: (please tick)	Please select which package you would like to book for: <input type="checkbox"/> Tour and 1hr Lunch - \$45.00 per person <input type="checkbox"/> Tour Only - \$25.00 per person		
Special Requirements:	<input type="checkbox"/> Wheelchair Access <input type="checkbox"/> Other _____		
Dietary Requirements:	Should you have any students who suffer from allergies, please provide their name and details of the foods that they are allergic to in the space provide below:		
Terms and Conditions:	Final numbers must be submitted one full week prior to the tour. Final Payment via direct bank deposit or Credit Card must be completed 48 hours before the tour. Please note that cheques will not be accepted for deposits or final payment.		

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Acceptance of Terms and Conditions and Risk Information

Please provide a signature to confirm that you have read and understood the risk information provided and accept the terms and conditions as outlined above.

Signature		Date:	
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Deposit Payment

Deposit Required:	Please be advised that a 25% deposit payment is required in order to secure the reservation. This deposit is non-refundable. Failure to pay your deposit will result in your reservation being cancelled. Please note a 1% surcharge applies to all Credit Card Transactions.
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Name on Card:		Type of Card	<input type="checkbox"/> Visacard <input type="checkbox"/> Mastercard <input type="checkbox"/> AMEX
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Card Number:	____/____/____/____	Expiry Date:	
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Signature		Date:	
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Cheque	Cheques are no longer accepted at Sydney Tower Dining
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EFT	Please contact our reservations team should you require an invoice for direct bank deposit (EFT)
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If you have not received confirmation within 48hrs of submitting your booking form, please contact our reservations department.

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