



Food and Beverage

Venue Management

Updated July 2024

CITY OF SYDNEY



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Doltone House

Experience

For over 50 years, our team's entrepreneurial spirit, industry passion, and unwavering commitment to the Doltone House brand have propelled us forward. This enduring dedication has been the driving force behind our award-winning offerings, showcasing our commitment to excellence and setting a standard of distinction in the industry.

Doltone House is Sydney's leading events and catering company. With over 50 venues, we know what it takes to create innovative and bespoke event experiences.

Culture

Born in Sydney from humble beginnings over 50 years ago, the Doltone House name is synonymous with Sydney's impressive reputation as one of the most desirable cities in the world for hosting an event or function, whatever the scale, theme, or purpose.

Doltone House's culture is built on a foundation of excellence, creativity, and genuine care. We are a family of passionate professionals dedicated to creating extraordinary experiences for our clients, customers and guests. Integrity and respect guide our interactions, fostering a collaborative and inclusive atmosphere. We embrace innovation, always seeking new ways to elevate events and exceed expectations.

Our commitment to continuous improvement and a supportive community empowers every member of the Doltone House team to deliver a memorable experience for all our clients.

Together, we celebrate diversity and uphold the highest standards to create lasting memories.

Delivery

In alignment with our vision and dedication to innovation, we craft menus at Doltone House that prioritise local sourcing, ethical practices, organic ingredients, and sustainability. Through close collaboration with each client and our network of suppliers, our goal is to curate exceptional and unforgettable events within the backdrop of one of Sydney's most historic venues.

Catering

Catering partner

The City of Sydney has an exclusive contract with Doltone House as its Caterer. The hirer will respect the contract and not enter any arrangements knowingly or otherwise that negatively impact the terms of that agreement.

The City of Sydney recognises the hirer may make arrangements or develop promotional activities with Doltone House in regards to food and beverages to meet client needs.

Existing relationships with food and beverage suppliers may be honoured in agreement with Doltone House.

Minimum spend

The City of Sydney may apply a minimum catering spend to events. This will be discussed with the hirer so a mutual agreement can be reached.

Where a minimum spend has been agreed to, this will be confirmed in writing.

A minimum spend relates to the minimum amount of revenue that the caterer will generate per event with any shortfall being paid by the hirer.

The hirer has the right to verify the fee paid by their attendees and may request evidence from the caterer at the end of the event or at a reasonable time. The caterer will maintain accurate records and be able to demonstrate the amount spent.

Alcohol

Licensed venue

Sydney Town Hall is a licensed venue and is permitted to serve alcohol throughout the building.

Some restrictions may apply to each area and should be confirmed when booking.

Responsible Service of Alcohol (RSA)

All service of alcohol must comply with the Responsible Service of Alcohol (RSA) as set out in the Liquor Act 2007, the Liquor Regulation 2008 and any other relevant legislation.

The City of Sydney may impose any additional requirements that it deems appropriate and necessary to ensure that an event will comply with RSA which may include extra security staff or an RSA marshal, additional bond or service of food.

Locations

Alcohol may only be consumed strictly within the venue only and not outside of the building.

Service

The service of alcohol for any event will be provided by the City of Sydney's catering partner or other designated representative.

Alcohol service will cease 30 minutes prior to the end of any event, or at the end time permitted as per the liquor licence, whichever is earlier.

Security

Additional security may be required depending on the size, nature and activities of the event.

The City of Sydney will advise of the additional charge before the event.

The City of Sydney does not permit the use of self-sourced external security, and the employment of said security personnel will be coordinated by the City of Sydney.

Sales of alcohol by hirer

Alcoholic beverages of any type are not permitted to be sold by the hirer for consumption or take-away purposes.

The sale and service of alcohol for any event will be provided by the City of Sydney's catering partner or other designated representative.

BYO

BYO may be permitted to be consumed by hirers and their guests at events on application.

Any booking that includes the consumption of BYO alcohol must be approved by the City of Sydney.

Conditions may be imposed on hirers including service by City of Sydney employees, extra security, corkage fees and alcohol limits.

Provision of food

In any location where alcohol is being served, food must also be also available.

Sampling

Overview

Sampling refers to food or beverages provided to generate commercial or product awareness.

Approval

Hirers, exhibitors or other people cannot distribute, sell or give away food or drink without written approval from the City of Sydney.

Exhibitions providing food and beverage samples must register their event with the City of Sydney's Health Unit via the website cityofsydney.nsw.gov.au and with the NSW Food Authority foodauthority.nsw.gov.au.

Sample requirements

Samples must be given away free to the visitor or attendee.

Samples are items which exhibitors or registered members of the association sell wholesale in the normal conduct of business or items which are produced by equipment used in the normal conduct of their business.

Product dimensions

Portions are to be of normal tasting size only.

Non-alcoholic beverage samples should be no larger than 100mL.

Wine and beer samples are to be no larger than 50mL.

Spirit samples are to be no more than 20mL.

Solid food should be no larger than bite size (50g).

Display

All food on display must be either wrapped or packaged, completely enclosed in a suitable display cabinet, protected by a physical barrier such as perspex glass sneeze guard or clear plastic siding to the stall or closed to the public.

Distribution

Samples must be distributed in a supervised manner, provided on a tray or plate by an employee.

Food and Beverage

Offerings must not be left out for self-service on any counter bench or food display unit.

Food given away as part of a promotion is considered sold under the Food Act 2003.

Preparation

No gas or barbecue cooking is allowed in the venue. Electrical cooking must have prior approval.

When cooking has been approved:

- food deliveries to the stall must be kept wrapped, packaged or in enclosed containers to protect from contamination
 - condiments such as sauce and mustard must be kept in squeeze type dispensers or in individual sealed packets
 - food handlers must be appropriately dressed with at least head covering, clean apron and enclosed shoes.
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RSA

A NSW RSA certification is required for any person serving or supplying liquor samples as part of exhibiting stands or promotional tastings in the venue.

Copies of NSW RSA certification must be supplied to venue management before the event.

