

Our Terms and Conditions

This website is owned and operated by Emerald Entertainment Group P/L ('KBOX karaoke') a company incorporated in Australia whose registered address is 52 Latrobe Street, Melbourne, VIC 3000

KBOX karaoke is a trade mark owned by Emerald Entertainment Group P/L.

This is the user agreement that governs your use of this website and the provision of the services we provide you.

Please take time to read these terms as it is important for both of us that you understand our contractual relationship both relating to your use of our website and the services we provide you.

- a. Unfortunately, we are unable to cater for stag/buck's events. If you are planning to come to KBOX karaoke as part of a stag party, please get in touch with us and we will cancel your booking without charge. Should you arrive at the venue as part of a stag party, we will have to turn you away and room hire will be charged.
- b. You and your guests will be held wholly responsible for any damage to the room or equipment therein.
- c. We will take a deposit (Half of full amount of room rental) from you to confirm a reservation. If deposit is not paid before a deadline, booking will be automatically cancelled. Deposit is not refundable if you a) fail to arrive for your booking; b) do not make use of your allocated room(s) or; c) cancel your booking within the last 3 days from your booking date.
- d. We will contact you by telephone or email to confirm the booking. Please allow at least 2 working days for the booking process. KBOX reserves the right for the booking system and subject to change without notice.
- e. KBOX karaoke reserves the right to search bags on entry to the premises.
- f. It is forbidden to consume your own drink on the premises. You will be charged \$20 for each opened item or vessel found, and the items will be confiscated and then returned at the end of your booking.
- h. You must arrive on time and proceed to check-in procedure before your session is due to start. Any lateness may eat into your session time.
- i. Please take note of your booking time as we will not give notification to you when your karaoke session time is up. We will charge accordingly for extension by every half an hour.
- j. CCTV is in operation in all areas of KBOX Booth area, you have been warned.