

FREQUENTLY ASKED QUESTIONS

Do you take a deposit?

A \$300 deposit will be charged upon booking.

Can I cancel my booking?

As per the cancellation policy, please note that all cancellations within 8 days of the booking will incur a 50% cancellation fee of the total amount.

What happens in the case of bad weather?

You are free to use the interior suite area for your group. Alternatively, there are several other weather-proof areas of the hotel that we can host your groups. Contact us to discuss.

Are hosts and kids included in the total # of people?

Yes, a maximum of 14 people total applies.

Do I have to stay overnight?

The overnight fee is compulsory for the evening sessions on Friday, Saturday, and Sunday

How do I pre-order my food and drinks?

Once your booking is complete, you will receive an email with a pre-order link included. If no pre-order is completed, you will automatically receive the Tier 1 – Snacks & Canapés food package. Pre-order must be received at least 4-days prior to your booking.

Can I BYO any food or drinks?

No, BYO is not permitted for food or drinks. We allow an exception for cakes.

Can you cater for dietary requirements?

Yes, please advise any dietary requirements in your pre-order.

Can I bring my own music / entertainment?

There is a BOSE speaker in the room that you are welcome to connect your own playlist to via Bluetooth. External DJs and entertainers are not permitted.

Can I decorate the space?

External decorations are able to be brought in. However, the igloo and suite must be left in the same condition as they started in. Any external rubbish or decorations left behind will incur a \$200 cleaning fee.

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Can I smoke in the suite or on the balcony?

No.

A \$500 penalty fee applies.

Do we have our own server?

Yes, similar to other event venues, our wait staff will host you and will be present in the suite throughout your booking.

Can I come in early for my booking?

*Access to the suite will only be for the specific times booked.
You can arrive at the hotel early if you wish to enjoy a drink at Bar One.*

Can I stay in the suite longer than my session times?

No, each session booking is strictly 2.5 hours.

Failure to leave the suite on time will incur a \$500 penalty fee.

For bookings with an overnight stay included, only 2 guests are permitted to stay in the suite past 9:30 pm. A check-out time of 10:00 am applies.

A \$500 penalty fee is applicable if checked-out after this time.

Can I book multiple sessions in a row?

Yes, you can book back-to-back sessions.

The fees and minimum spends for each session time will apply.

Do you have a waitlist / cancellation list?

No, unfortunately due to the high volume of enquiries and booking demand we do not have a waitlist.

Can you tentatively hold a booking for me?

No, we do not hold any dates for guests.

Do you have parking at the hotel?

The hotel offers valet parking at a charge of \$70 per car.

For bookings with an overnight stay, valet parking for one car is included.

Are dogs permitted in the suite?

No

Is there a dress code?

Please adhere to a smart casual dress code.