

# **FREQUENTLY ASKED QUESTIONS**

## **HOW MUCH IS IT TO EXTEND MY PACKAGE?**

It is \$500 per hour for Room Hire & \$500 per hour for a Beverage Package.

## **WHAT HAPPENS IF I NEED TO CHANGE THE DATE OF MY FUNCTION?**

Should you need to change the date of your wedding; a NEW deposit of \$600 is required, which will be deducted from your final payment.

## **IS MY DEPOSIT REFUNDABLE?**

Unfortunately, all wedding deposits taken at Panorama House are non refundable.

## **WHAT HAPPENS IF I HAVE TO CANCEL MY WEDDING?**

As per the Terms & Conditions form signed when paying the initial deposit, Panorama House must be notified if all cancelations in writing or email. Should you cancel your wedding less than 3 months before the date, no deposit will be refunded and 50% of the final balance due is to be paid. Should you cancel less than 1 month before the wedding date, 100% of the final balance is to be paid.

## **WILL THERE BE OTHER FUNCTIONS HAPPENING AT THE SAME TIME?**

Panorama House reserves the right to book other functions in the same room up to an hour before the scheduled function commencement time & an hour after the scheduled finishing time. Additionally, the venue reserves the right to book concurrent functions in adjoining rooms at any time.

## **WHAT IS THE AGE LIMIT FOR CHILDREN?**

Children's meals are available for children 12 years & under at a cost of 50% of the adult price.

## **WHAT IF A GUEST IS A VEGETARIAN OR HAS A SPECIAL DIETARY REQUIREMENT?**

If you have people among your guests who are vegetarian or have a special dietary requirement, they will be catered for at no extra cost. Please advise our Functions Coordinator at least 2 weeks prior to the event to ensure that we can cater to these requirements.

## **DO YOU HAVE WHEELCHAIR/DISABLED ACCESS?**

Panorama House does have wheelchair access to the building & designed disabled toilets are available.

## **WHAT TYPE OF PAYMENTS DO YOU ACCEPT?**

All package prices are quoted as cash (see Terms & Conditions Form signed when you left your initial deposit). Should you wish to pay by an alternate method (EFT, VISA, Mastercard, AMEX, Cheque or Direct Deposit), please be aware a 5% surcharge will apply.

## **WHEN DO I MAKE THE FINAL PAYMENT?**

The Final Invoice is to be settled on or before the Wednesday or Thursday prior to the weekend of your function.

## **WILL I NEED TO PAY FOR A MEAL FOR THE PHOTOGRAPHER, DJ, BAND ETC?**

Yes, however all service people in attendance at your wedding will be charged at 50% of the total adult price. (The same as children.)

## **WHEN WILL I NEED TO PROVIDE MY FINAL NUMBERS FOR MY WEDDING?**

Confirmation of numbers & menu changes is required no later than 14 days prior to your event. After this time, no downward adjustment in the total catering cost is possible, but you can increase final numbers if required.

## **HOW MANY PEOPLE CAN I SEAT PER TABLE?**

Tables can seat between 8 to 12 guests.

## **WHEN WILL I NEED TO SPEAK TO THE CAKE DESIGNER, DECORATIONS PERSON & DJ/MC?**

You will need to confirm with our preferred wedding suppliers that all arrangements are in place and finalised at least 3 months prior to your function.

## **HOW MUCH IS IT TO REMOVE ANY INCLUSIONS FROM MY PACKAGE? (per adult)**

Canapés -	\$1	Alcohol -	\$5
Desserts -	\$1	Beverage Package -	\$10
Wedding Cake -	\$2	DJ -	\$150 off total bill
Centrepieces -	\$1.50		

### **DO I GET TO TRY THE FOOD BEFORE THE WEDDING?**

Panorama House wedding tastings are by appointment only at a cost of \$50pp. This includes a 3 course meal & beverages. Menu tastings are available on Thursday evenings only. All menu choices must be finalised at least one week prior to your wedding tasting.

### **HOW MANY PEOPLE CAN SIT ON THE BRIDAL TABLE?**

Our Bridal Table can seat between 2 to 24 guests.

### **WHAT TIME DOES THE BRIDAL PARTY WALK INTO THE RECEPTION ROOM?**

Generally, the bridal party will enter the room 30 minutes after the commencement of the function.

### **WHAT TIME ARE ENTREES USUALLY SERVED?**

Entrees are generally served 45 minutes after the commencement of the function.

### **HOW MUCH DOES IT COST TO CHANGE THE COLOUR OF THE SASHES?**

You can change the colour of your sashes at an additional charge of \$2 per sash.

### **WHEN DO WE HAVE SPEECHES/CUT THE CAKE/ BRIDAL WALTZ?**

These are usually done after desserts.

### **HOW MUCH DOES IT COST TO INCLUDE SPIRITS IN MY PACKAGE?**

It costs \$7 per adult to add spirits to your package for 5 hours.

### **CAN WE GET ACCESS TO OUR ROOM FOR SETTING UP?**

Panorama staff will set up all your wedding items for you(name tags,bomb,etc),but if you require to do anything else yourself one hour before the function starts is good to come in.

### **CAN WE HAVE OUR OWN M.C?**

Yes

### **CAKE KNIFE IS IT PROVIDED?**

Yes, we provide a plain Panorama House knife.

## **HOW LONG DOES MY CEREMONY GO FOR?**

Ceremonies are booked for 1 hour at a cost of \$500. If you require an extra half hour, this will incur an additional fee of \$250.

## **WHAT DO MY GUESTS DO BETWEEN THE CEREMONY & THE START OF THE RECEPTION?**

Panorama House's Cocktail Bar is open all day for your guests to purchase drinks.

If you are looking to provide your guests with food and beverages we have the following options available

Dips, Crisps & Nuts:	\$3.50pp
Assorted Sandwiches:	\$4.50pp
Cocktail Style Finger Food:	\$3.00pp
Juices, Soft Drinks, Tea & Coffee: (1 hour)	\$5.00pp
Local Beer, Wine & Champagne: (1 hour)	\$10.00pp

NB: These options have to be pre arranged with us 2 weeks prior to your event.

## **WHAT IS INCLUDED IN MY CEREMONY SET UP?**

When you book your ceremony at Panorama House, it includes the following;

- Red Carpet
- 20 Chairs with White Covers
- 1 Signing Table with White Cloth
- Exclusive use of the Gazebo for 1 hour
- Back Up inside the function Centre 1 hour prior to your function in the event of bad weather.