

FREQUENTLY ASKED QUESTIONS

WHAT IS YOUR VENUE HIRE AND PER HEAD COST?

All our event spaces have minimum spends which are priced according to the date, time and number of guests. A minimum spend is the minimum amount you must spend on food and beverage to reserve the space. Your per head cost is determined by what you choose to offer your guests.

WHAT IS INCLUDED IN THE MINIMUM SPEND?

- Venue Hire
- Function Coordinator
- Event Manager
- White linen and charcoal coloured table skirts
- Tealight candles and papaya votives
- Venue cleaning pre and post event
- All service staff
- Menu printing (this is dependent on the style of package)
- Guest board
- Table ware
- Existing furniture-all hired furniture is at an extra cost

Please note that this does not apply to external catering bookings. Please see our external catering documents for inclusions.

WHAT ISN'T INCLUSIVE OF THE MINIMUM SPEND?

- Additional table decorations
- Flowers
- Entertainment
- Bonbonnieres
- Name cards
- Wedding Cake
- PA/AV
- Security

WILL THE MINIMUM SPEND INCREASE?

No, once the minimum spend has been confirmed in writing on your Confirmation Form it will not vary.

CAN THE MINIMUM SPEND BE MADE UP ON ANY OTHER COSTS OTHER THAN FOOD AND BEVERAGE?

No, the minimum spend is to be reached with food and beverage spend alone. All AV/PA, entertainment and ceremonies are not included in the minimum spend.

DOES ENCORE CATER FOR SPECIFIC DIETARY NEEDS?

Yes, we aim to provide suitable options for all our guests. We do however need adequate time to accommodate special requests and therefore all dietary requirements must be confirmed no later than 10 working days prior to the event date.

ARE YOU AN ACCESSIBLE VENUE?

Yes, In accordance with the *Discrimination Act 1992*, we offer accessible rest rooms, lifts, accessible parking and wide doors. Please contact us for further information.

ARE THERE ANY EXTRA COSTS OTHER THAN FOOD AND BEVERAGE?

Encore's in house PA/AV system is state of the art and managed by RTR Productions. All clients must use the in house system, external PA systems are not allowed in the venue. The PA charges are based on the event duration;

3hrs - \$300 4hrs - \$375 5hrs - \$475 6hrs - \$555

If your event goes beyond 6 hrs please discuss the day rate with your Event Coordinator.

Inclusions:

PA system, Tech on Duty for the full duration the PA is in use, wireless microphone, Ipod/Laptop connectivity, Set up of PA system and sound check and Wireless internet (max 20px).

If your event requires more than 20px to have access or a dedicated router please discuss the pricing with your Event Coordinator.

For more information regarding AV/PA services at Encore please discuss with your coordinator or refer to the Terms and Conditions clause 22.

CAN I MAKE A TENTATIVE BOOKING?

We understand that making a decision on your preferred venue can take a little time and you may often need to consult colleagues and family. With this in mind we offer our potential clients a tentative booking for 7 days. This essentially places your name on the date but is not a booking. Once the 7 days has expired your name is removed from the date. Encore St Kilda Beach reserves the right to take a confirmed booking over any tentative booking. We will try our best to contact you to offer you the date but unfortunately until a booking is confirmed and deposit paid the booking is not confirmed.

HOW DO I CONFIRM MY BOOKING?

All you need to do is notify us in writing. We will then email a link to the online Confirmation Form for you to complete. You will also be issued with a deposit invoice (20% of the minimum spend); this amount can be paid by cash, cheque, credit (2% surcharge) or direct deposit. You have a maximum of 7 days to make this payment and submit the completed confirmation form.

WHEN IS MY NEXT PAYMENT DUE AFTER PAYING THE DEPOSIT?

The 1st progress payment (25% of your minimum spend) is due 3 months prior to your event date. The 2nd progress payment (25% of your minimum spend) is due 1 month prior. Your final payment of the remaining balance is due no later than 7 days prior to event date.

WHAT IS THE NEXT STAGE AFTER PAYING MY DEPOSIT?

Please expect an email from your coordinator within a week of making your booking, after this point we usually follow the following timeline in terms planning your event.

3 Month Meeting – Your first official planning meeting will be around 3 months before your event date, this is when we will go through the main bulk of information regarding menu, your ideas for the night, schedule and all supplier information.

Tasting – Complimentary tastings are usually for wedding bookings only and take place approximately 1 month prior to the event date. They take place on the first Wednesday night of every month at 6pm and are for 2 guests only.

Final Meeting – This takes place roughly 10 working days prior to your event date, we will go through the final details of your event. At this point we require confirmation of final numbers and dietary requirements.

WHEN DO I HAVE ACCESS TO THE VENUE ON THE DAY OF MY BOOKING?

You will have to access to the venue 2 hours prior to the commencement of your event and 1 hour after. An additional charge may apply if earlier or later access is required. Encore must be notified at least 72 hours prior to the event regarding arrival and load out times of equipment etc.

DO I NEED TO EMPLOY SECURITY?

Encore St Kilda Beach will specify if security is required please discuss with your Event Coordinator.

WHAT TIME CAN I START MY CEREMONY?

Ceremonies can start no earlier than 5.30pm for half an hour ceremonies and 5pm for hour long ceremonies.

WHAT TIME CAN MY EVENT START?

Breakfast: 7am-11am

Lunch: 12-4pm

Evening: 6pm-12pm

Events at Encore St Kilda Beach may run for no longer than 6 hours.

WHAT HAPPENS IF I NEED TO CANCEL MY EVENT?

We understand that at times unexpected things happen and events may need to be cancelled. Please read through our terms and conditions for all relevant information.

IS THERE STAGE AVAILABLE AT THE VENUE?

Yes, each stage section measures 2000mm x 1000mm x 300mm high with charcoal carpet decks and black skirts. Staging per section is \$50 per piece.

WHAT IS ENCORE'S RESPONSIBLE SERVICE OF ALCOHOL POLICY?

All Encore staff are trained in the Responsible Serving of Alcohol, and by law may refuse to serve alcohol to any person/s who seems to be intoxicated. Encore prohibits any minors under the age of 18 years to be served or given any alcoholic beverages at any time regardless of who they are with.

WHAT ARE THE PARKING OPTIONS AVAILABLE?

There are 420 car spaces available within the St Kilda Sea Baths Complex. The parking rates are:

0 -1 hour \$6.00	1 – 2 hours \$12.00	2-3 hours \$15.00	3-6 hours \$17.00	6-24 hours \$20.00
A \$8.00 early bird rate applies guests arriving at the venue before 10am. Parking only in basement level of the car park				

Two complimentary prepaid car passes are provided per booking. Please note these are not reserved parking. Additional pre-paid passes can be arranged for \$14 per pass. 10 day's notice is required if more than 10 pre-paid parking passes are needed.

WHEN DO I HAVE TO GIVE FINAL NUMBERS?

Encore St Kilda Beach requires that you inform us of your final number of guests for catering purposes, including any special dietary requirements no later than 10 working days prior to the event date.

WHERE IS ENCORE?

Encore St Kilda is situated in the St Kilda Sea Baths Complex.

6/10-18 Jacka Blvd, St Kilda VIC 3182.

Please call us 03 9593 9033 if you need directions.

CAN ENCORE BE ACCESSED BY PUBLIC TRANSPORT?

Yes, below are a list of the Tram and Bus Services that access St Kilda.

TRAM SERVICES TO ST KILDA

- No. 3 - East Malvern - St Kilda - Melb Uni
- No. 16 - Kew - St Kilda - Melb Uni
- No. 67 - Carnegie - St Kilda - Melb Uni
- No. 79 - North Richmond - St Kilda
- No. 96 - East Brunswick - St Kilda

BUS SERVICE TO ST KILDA

- No. 246 - La Trobe Uni - Clifton Hill - StKilda
- No. 600/922/923 - Southland - Sandringham - St Kilda
- No. 606 - Port Melbourne - St. Kilda
- No. 623 - Glen Waverly - Chadstone - St Kilda



IF YOU HAVE ANY FURTHER QUESTIONS OR QUERIES PLEASE DO NOT HESITATE TO ASK!