



The Wharf Hotel

THE WHARF HOTEL IGLOO WONDERLAND FAQ'S

- **What is the maximum number I can book an igloo for?**
 - You can book a mini igloo for up to 8 people.
- **What if I want to book a mega igloo privately?**
 - If you would like to book the mega igloo exclusively, minimum spends apply. Get in touch with our friendly functions team for details.
- **Are the igloos child friendly?**
 - Yes! You can bring kids along, as long as there is a minimum of 4 adults booked per igloo. Children must remain in the igloos with parent/s or guardian/s.
- **Do you have a kids menu?**
 - Yes! You can order a choice of kids meal, plus a soft drink for \$14.
- **Can I choose my food & drink options on the day?**
 - Yes – orders will be taken by staff on the day of your visit.
- **Can I make food alterations to the platters offered?**
 - We provide a separate Gluten Free platter option, as well as a Vegetarian platter option. Please inform our team if booking over the phone, or write this in the booking comments for online reservations.
- **Do you cater for Kosher or Halal requirements?**
 - We don't, however if you have Halal requirements we recommend our vegetarian platter option.
- **If I don't drink alcohol, are there any non-alcoholic options?**
 - Yes, you can choose to enjoy bottomless mocktails or soft drinks. Package price remains the same.
- **The igloo booking option is not showing up online – does this mean you are sold out?**
 - Yes this is probably the case, but please call us on 03 9810 0097 to see if we can accommodate your group or find an alternative date for you.
- **Can I stay longer than my 2 hour booking time?**
 - If the igloos are fully booked, 2 hours is the maximum booking time.
- **What happens if I'm running late?**
 - Give us a call on 9810 0097. Please note we will still require your igloo back after the original allotted 2 hours.
- **Will my credit card be charged if I can't make it?**
 - We take credit card details as security only. The bill is to be paid in full at the end of your booking with us. If you choose to cancel the whole reservation within 48 hours of the booking, or if your group numbers drop by more than 3 in the same period of time, 50% of the menu selected will be charged to the card provided.
- **Are dogs allowed in igloos?**
 - No, but you're welcome to bring your pooch pal to the beer garden!