

The Terrace



Thank you for selecting the Terrace for your upcoming wedding..

We have designed this A- Z handbook to assist you with your planning and to answer the most asked questions that we receive.

It is a guide only and we understand that you may have further questions in the lead up to your wedding so please call or email when convenient and we will assist where possible to accommodate your requests.

THE TERRACE RECEPTION | ROYAL BOTANICAL GARDENS

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### Allergy & religious requirements

We suggest that you ask your guests for any special allergies / religious requirements on your invitations so that this information can be forwarded to us with your final details. This ensures we can cater for your guests special requirements.

Majority of allergy requirements can be catered for from the Terrace kitchen otherwise we would arrange external catering for you. There is normally no additional cost for this service; however your Functions Manager would inform you of any costs prior to confirming the external order. The menu is matched as best as possible.

Kosher meals do have an additional cost and would be quoted prior to confirmation of the external order.

### Appointments

We recommend your final appointment is held 4 – 6 weeks prior to your event. At this appointment we will discuss your menu, suppliers that you are utilising, floor plans, schedule & décor etc.

### Assistance

There will be times where we are working with another client and if this does occur please leave a clear detailed message with a staff member or on our answering machine. This also relates to emails. Your call and email will be returned as soon as possible.

### Band / DJ

Your band or DJ can access the Terrace no earlier than 17.00 on the evening of your wedding reception. They will be met at Gate A by security at 17.00 who will allow them to drive in to unload their equipment. Once their car has been unloaded it must be removed from the Gardens immediately until pack down at the end of your event. Cars can be parked on Alexandra Ave or Anderson Street.

Please give your band or dj a copy of the 'Conditions of Vehicle Access' form which was sent to you for confirmation of your event. They must adhere to all Gardens regulations to ensure they can continue entertaining at the Terrace.

### Bonbonnieres

Your bonbonnieres (a gift for your guests) and any other items (eg: place cards) that you require for your reception can be delivered Wednesday or Thursday prior to your wedding between 09.00 and 11.00 or at another time approved by your Function Manager. You are welcome to drive onsite but please remember all cars must be removed from the Gardens ground by 11.00 as the gates will be locked. Please ensure all boxes are labeled correctly with your name and event date.

Should you have bonboneires to be placed on the table, we will need to know which places to set them. Please provide a list of who receives a bonboneire. Should every guest be receiving a bonboneire do not worry about this step.

### **Candelabras**

Our five prong black wrought iron candelabras are stunning and complement the room beautifully. Normally \$30.00 each to hire but are currently included in your package. They also come with white candles. You may like to arrange with your supplier for these to be decorated.

### **Candles**

If your table decorations include candles they must have a votive or glass holder surrounding them as they can not be placed directly onto the linen. You will need candles that will burn over 6 hours.

### **Centre pieces**

The Gardens are quite strict as to what flowers are being brought into the Gardens. Our preferred suppliers are aware of the regulations however should you be utilising your own supplier please inform your Functions Manager as soon as possible to avoid any disappointments or delays.

The florists will access Gate A from 17.00. They are able to drive through (one car) however Conditions of Vehicle Entry Regulations must be adhered to and the car must be removed off site as soon it has been unloaded.

### **Ceremonies in the Gardens**

Blake's Feast (a separate company) looks after the ceremonies and wedding photography licenses in the Gardens. For further information please contact them on 9821 0669. Ceremonies can not be held at the Terrace.

### **Chair covers**

You may be considering chair covers & sash for your wedding. Currently for weddings with 160 guests and over chair covers (black or white) and sashes (colour of your choice – satin or organza) are included in your package.

Should your numbers be below 160 guests please work with one of our preferred suppliers to arrange chair covers for your wedding if you wish to have them.

### **Disable access**

The Royal Botanic Gardens does not permit vehicle access for disabled or elderly guests however we have one wheel chair onsite for you to collect and take up to Gate A for any guests that may require it.

Should you require an additional wheelchair this can be arranged by your Function Manager from the Visitors Centre at no additional cost pending availability.

## Final details

A little closer to your wedding we will email you our final details sheet, guest template, sample floor plan and seating chart for you to start working on prior to our final appointment. These documents will need to be returned no later than 14 working days prior to your event along with an estimate of your final numbers as per the Terms and Conditions.

## Final numbers

Final numbers are due 5 – 7 clear working days prior to your event. This will allow sufficient time for your final tax invoice to be produced and forwarded to you. Should you know your final numbers earlier please do not hesitate to inform your Functions Manager.

## Guest Lists and Place cards

After you have received all your RSVP's you will need to begin allocating your guests to tables. We will provide you with a floor plan that has numbered tables to assist you.

### Place cards

We will put down your place cards for you when the venue is set. Your place cards should be sorted into tables & each table placed into a separate envelope. Please write the table number & number of guests on the front of each envelope. Please place the cards in order of how they will be placed around the table. You will be emailed an excel spreadsheet which you can use to place the guests around the table.

### Guest List

Your guest list will be displayed at the entrance of the Terrace. We will ask for your guest list to be forwarded to us when you return your final document. Please email it to us. Please format this guest list on A4 pages (up to 4 pages) in the format below:

Name	Table Number
Adams, Susan	3
Crawford, Daniel	3
Grant, Barry	2
Grant, Jane	2
Jones, Ben	5
Smith, Adrian	1

You should also use this guest list to indicate other special requirements such as children's meals, vegetarians, allergy requirements, high chairs, mobility requirements or even special guests that we should be aware of.

### High chairs

The Terrace has approximately 7 highchairs onsite for your event (if required). If you require additional high chairs call Hire for Baby on 1300 363 755.

### Limousines

Stretch limousines are not permitted in the Gardens as your departure transport as there is simply insufficient space for them to be turned around. The maximum length of a vehicle is 6m as per the vehicle access regulations.

### Linen

We provide floor length white underlays, white table cloths and white linen napkins. Should you be looking for a different look please do not hesitate to ask your supplier to prepare a quotation for you.

### Menu tasting

You will be invited to one of our Menu and Beverage Tasting Nights. This will allow you to select one entrée, one main and one dessert per person for you to taste on the night. Hopefully this assists you with making your menu choices! We have found these evenings to be a wonderful occasion as you are also able to meet our preferred suppliers and sample wines for our beverage packages. A invitation and booking form will be emailed to you once the date has been selected and confirmation of attendance from our suppliers.

### Photography

Wedding photography is permitted in the Gardens however permits must be obtained from Blake's Feast on 9821 0669. Refer to The Terrace Preferred Supplier Listing for our photographer recommendation.

### Security

A Terrace appointed security guard will be arranged for your event. A charge of \$375.00 is applicable and may increase on public holidays. The guard is situated at Gate A from 17.00 to unlock the gate for your suppliers to enter and from 18.30 your guests. From approx. 20.00 the guard will be situated within the Terrace building and surrounds until 22.30. At this stage they will return to Gate A to assist your guests with departure and the return of your suppliers.

Should any of guests need to leave early please ensure they notify a staff member with sufficient time so the guard can accompany them to the gate.

### Storage

We will hold any items left at the Terrace for 24 hours after your reception – items not collected after this time will not be the responsibility of the Terrace or its staff.

### **Suppliers**

You are welcome to use your preferred suppliers however we suggest you review our Terrace Recommended List of Suppliers as they understand the logistics of the venue and provide us with a preferred pricing arrangement.

### **Vehicle Access – Bride & Groom**

The Terrace is able to grant permission for one vehicle only to allow the bride and groom to be driven down to the Terrace and be collected at the conclusion of the reception.

### **Wedding cake**

Your wedding cake can be delivered to the Terrace from the Thursday prior to your event – between 8am & 9am on weekdays or from 5pm on the weekend when we have a security guard based at Gate A to let them in.

Traditionally your wedding cake will be cut and served on platters to each table. We recommend that you provide some cake bags for you to guests wishing to take a slice of your cake home.

**Should you require any further information please do not hesitate to contact us at your earliest convenience and we will assist as best as possible.**

**In the interim we wish you all the best and are delighted to be a part of your special day!**

**The Terrace Team**