



The Wharf Hotel

THE WHARF HOTEL IGLOO WONDERLAND FAQ'S

- **What times do you have available to book for?**
 - **LUNCH SESSION – Monday - Sunday**
 - 12:00PM - 1:30PM
 - 12:30PM – 2:00PM
 - 2:00PM – 3:30PM
 - 2:30PM – 4:00PM
 - **DINNER SESSION – Monday - Saturday**
 - 5:00PM – 6:30PM
 - 5:30PM – 7:00PM
 - 7:00PM – 8:30PM
 - 7:30PM – 9:00PM
- **What is the maximum number I can book an igloo for?**
 - You can book a mini igloo for up to 4 people.
- **Are the igloos child friendly?**
 - Yes! You can bring kids along, as long as this doesn't exceed the maximum of 4 people 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 on the night from our kids menu or a la carte menu
- **Do you have vegetarian options?**
 - Yes – see appendix 1 below
- **Can you cater for no seafood?**
 - Yes – see appendix 2 below
- **Do you have gluten free options to the menu offered?**
 - We provide alterations to the dishes to accommodate for allergies, GF & vegan
 - See appendix 3 below
- **Do you cater for Kosher or Halal requirements?**
 - We don't, however if you have Halal requirements we recommend our vegetarian option. See Appendix 1 below
- **Can I choose my food & drink options on the day?**
 - Food – No, this is a set package, alternative dishes can be catered for if advised in advance
 - Drinks – Yes, arrival drink included in package. Choice to be given to staff once seated
- **If I don't drink alcohol, are there any non-alcoholic options?**
 - Yes

- **The igloo booking option is not showing up online – does this mean you are sold out?**
 - Yes, please choose an alternative date for online bookings.
 - Or if you wish to be added to the wait list for the date please call us on 03 9810 0097
- **Can I stay longer than my 1.5 hour booking time?**
 - If the igloos are fully booked, 1.5 hours is the maximum booking time.
 - Require 30 mins CLOSED OUT between sessions for deep cleaning & disinfecting
- **What happens if I'm running late?**
 - Give us a call on 03 9810 0097.
 - Please note we will still require your igloo back after the original allotted 1.5 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 pooch pals, sorry!
 - Guide or Assistant dogs are allowed inside igloos

APPENDIX 1.0

VEGETARIAN OPTION – *Please advise at the time of booking by either informing our team if booking over the phone, or write this in the booking comments for online reservations.*

- Sweet Corn chowder, chives, herb cream, crusty sourdough can have GF bread (V/GF)
- Wharf vegie basket, crispy crumbed eggplant, quinoa lettuce cups with pomegranate & yogurt, salt and pepper cauliflower, yogurt tartare, chips & salad (V & GF)
- Hot churros, cinnamon sugar, espresso martini chocolate sauce (V)

APPENDIX 2.0

NO SEAFOOD OPTION – *Please advise at the time of booking by either informing our team if booking over the phone, or write this in the booking comments for online reservations.*

- Sweet Corn chowder, chives, herb cream, crusty sourdough can have GF bread (V/GF)
- Great southern porterhouse, peppercorn sauce, chips & leaf salad
- Hot churros, cinnamon sugar, espresso martini chocolate sauce (V)

APPENDIX 3.0

GLUTEN FREE OPTIONS – *Please advise at the time of booking by either informing our team if booking over the phone, or write this in the booking comments for online reservations.*

- Sweet Corn chowder, chives, herb cream, crusty sourdough can have GF bread (V/GF)
- Wharf vegie basket, crispy crumbed eggplant, quinoa lettuce cups, pomegranate & yogurt, salt and pepper cauliflower, yogurt tartare, chips & salad (V & GF)
- Ravioli, pumpkin, butter, sage, spinach, crispy pumpkin seeds (GF/ V)
- Warm orange almond cake, clotted cream (GF)