



# Frequently Asked Questions

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## **Can I walk in or do I need a booking?**

Walk ins are more than welcome any day of the week. Bookings are recommended for Friday & Saturday nights as they are our busiest periods.

## **How long is my booking for?**

All bookings are for 2 hours. Longer booking times are assessed on the night. Dependant on numbers, venue capacity and Responsible service of alcohol.

## **Can I make a table/area request?**

We take all requests and will do our best to accommodate, however do not guarantee. All table allocations are allocated on the day of the booking. Given the high volume of requests we may not always be able to meet your needs but will do our absolute best to give you your desired area.

## **What is your cancellation policy?**

If more than 50% of your booking numbers does not attend the booking or you cancel within 24 hrs of your booking time, we have the right to charge the card on file \$100. Credit card details are automatically destroyed 7 days after your booking and are not used for any other reason.

## **Parking / Transport**

On-site parking is limited and available for all patrons to use.

We have additional parking located at 109 Wicks Road, Macquarie Park.

Metro - Macquarie Metro is approximately 500m walk.

Bus - Multiple bus routes stop about 300m walk.

## **Do you have a courtesy bus?**

Our courtesy bus operates during trading hours and seats up to 10 guests.

- Complimentary for a 5km radius.
- Pick up bookings – please call the venue to arrange time, address and number of guests.
- Drop Back bus bookings arranged in venue at time of request.

## **What is your dress code?**

Our dress code is Smart Casual, this dress code is strict on Friday & Saturday after 7pm. Please view our dress code guidelines [here](#).

## **Dietary Requirements**

We do our best to accommodate all dietary requirements, we are able to customise a meal for your needs.

## **Are you halal?**

Our chicken is bought in halal however we do not practise halal preparation in our kitchen.

## **Cake/Decorations**

Celebration cakes are welcome in venue. Cakeage fee is \$2.50 per person capped at \$50 if you wish the chef to cut and plate. If you do not require this, we do not charge a cakeage fee. No other food or drinks are allowed in venue. We allow balloons and table decorations, no glitter, confetti or hanging items on walls or ceiling.

## **Can we pre order food for our booking?**

Available from our ground level bistro only, please order via our website [here](#).

## **Are under 18's allowed to come into the venue?**

Minors are welcome into our venue but must always be accompanied by their parent or legal guardian. All minors must leave the venue by 9:30pm on any given night.

## **Do you have disability access?**

Yes, we have disability access across all of our levels of the venue.

## **Do you have an elevator that goes to the rooftop?**

Yes, we have a lift at the back of our venue that has access to all of our levels of the venue.

## **Are you dog friendly?**

Unfortunately, we are not.

## **Can I buy takeaway alcohol?**

Situated on the ground level at the Main Bar near the Bistro. Is open from 11am till 10pm daily.

## **Do you have a membership system?**

Yes, we do. RewardMe is Momento Hospitality's Membership Loyalty App where you receive special offers and members discounts on food and beverage spend across our venues. You can find more details including how to sign up online [here](#).

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### **GET IN TOUCH WITH US**

[enquiries@thegovernorhotel.com.au](mailto:enquiries@thegovernorhotel.com.au)

(02) 9287 1418

  The Governor Hotel