

Elegance



TARONGA CENTRE WEDDING RECEPTION FAQs

I have received a copy of Wedding Package and am interested in booking the venue, what is the next step?

We strongly suggest organising a time for a site inspection of our function rooms and ceremony locations. At the end of the inspection, if you are still interested in the venue we can place a tentative hold on the room for you while you make your decision

What is a tentative hold?

A tentative hold does not require any payment. We place your details into our booking system for 10 working days and hold the date and room you are interested in. No other bookings are taken while a tentative hold exists. After 10 working days we are required to release the space, either cancelling your tentative hold or progressing to make a booking

How do I confirm my tentative hold booking?

To confirm a booking of a room for a particular date a deposit of 25% of the total estimated cost is required, along with a signed copy of our terms and conditions. The terms and conditions will be supplied to you by your event coordinator along with the payment options

What are the different payment methods available?

All payments (for the function and/or deposit) can be made by credit card, direct deposit, and company or bank cheque. Please note, personal cheques and cash payment are not accepted. Credit card payments incur a credit card fee - please see invoice for amount relating to credit card type

Do I receive any form of invoice or confirmation for my bookings?

Following payment of your deposit you will receive a tax invoice. We will also send you a confirmation letter which outlines important dates including the date of your menu tasting, and will have important documents attached including your wedding planner and seating charts

Elegance



Does the Taronga Centre provide any decorations as part of the wedding package?

The Taronga Centre provides your chair covers and sash. The chair covers included are white or black fitted chair covers with an organza or satin sash in your choice of colour. We do not provide any other decorations. We believe theming is an area where you can individualise your reception. This also allows you to search for the right decorations to fit your budget.

Is there anyone the Taronga Centre recommends for theming, entertainment, photography, etc.?

Yes, we have a preferred supplier list that can be provided to you. You will receive this list when you receive your confirmation letter

Does the Taronga Centre include a wedding cake as part of the wedding package?

This is dependant on the chosen package

Can we have our wedding cake served as the dessert?

Yes we can certainly provide your wedding cake as dessert. In this case a kitchen cake will be required which will be cut by Taronga Centre chefs and provided to each table with a platter of the wedding cake

Does the Taronga Centre provide cake bags for guests that wish to take it home?

No the Taronga Centre do not supply this. Your cake supplier should supply these for you or you can purchase these at any newsagent

Can we have a larger dance floor in the function room?

The Taronga Centre provides a 5 x 5m dance floor. We can order a larger dance floor at your request for an additional cost

Is the dance floor only set in one place in the function room?

No, you have a choice of where you want to place the dance floor. It is usually situated in the centre of the room in front of the bridal table or at the far end of the room

Elegance



What is the capacity of each room?

The Harbourview Terrace can seat a maximum of 150 guests with a 5m x 5m dance floor. This reflects a floor plan of up to 15 round banquet tables with 10 guests on each table & a bridal table

The Harbourview Ballroom can up to 250 guests with a 5m x 5m dance floor. This reflects a floor plan of 25 round banquet tables with 10 guests on each table & a bridal table

Can we change the beverages in the package?

Beverage packages can be upgraded at an additional cost. The amount will be determined based on the types of wine and beer you request

Can we provide our own beer and/or wine?

Yes you may and prices will be reduced as follows. If you provide your own beer we will deduct \$5.00 per person, if you provide your own wine we will deduct \$3.00 per person. If you provide your own beer and wine we will deduct \$8.00 per person off the package price

Please note, any spirits brought on site will incur a corkage fee of \$25.00 per person and we will require these to be delivered at your final meeting approximately one week prior to the wedding date

How long can the reception run for?

Standard functions run between 4 and 5 hours. Additional hours are charged at \$8.00 per person per hour and covers venue hire, staff and beverages

Elegance



TARONGA CENTRE
HOSPITALITY WITH VISION
Restaurant Associates

Are there any locations in the Zoo grounds where a wedding ceremony can take place?

Wedding ceremonies can be held at the Bird Amphitheatre, Condor Lawns and the Harbourview Garden Court by arrangement and incur an additional venue hire fee (NB. Conditions may apply)

The Bird Amphitheatre & Condor Lawns do not offer any respite from wet weather. Should you wish to hold a wedding ceremony at these venues a marquee is strongly recommended. The Harbourview Garden Court features a semi circular, rotunda structure that can comfortably accommodate up to 60 guests seated or 130 guests standing

The location of these venues throughout the Zoo can only be accessed by foot during Zoo hours (9am - 5pm). Please keep in mind that the Zoo is located on a hill and can present difficulty to the bridal party when progressing through the Zoo grounds

Can wedding party photos be taken on Zoo grounds? Where are the best places for photos?

Yes, your photos can be taken on Zoo grounds as part of your wedding package. We allocate 45 minutes for photos in the Zoo grounds with two locations, these need to be confirmed with your coordinator at least 7 working days prior to your wedding. Your bridal attendant will escort you through the Zoo grounds to the spots where you choose to take your photos

Can we bring our own food?

No you may not bring your own food. Compass Group are the exclusive, onsite caterers to Taronga Zoo and the Taronga Centre. External or self-catering within the venues is not permitted without the express written permission of Compass Group

If we choose two different entrees/mains/desserts do our guests get to choose which one they want on the night?

No, alternate service does not allow your guests to choose which dish they want. Alternate service gives half your guests one selection and the other half the alternative selection. The only exception to this is the bridal table who may select dishes prior to the event - this is to be provided on the wedding planner and submitted at least two weeks prior to the wedding

Elegance



TARONGA CENTRE
HOSPITALITY WITH VISION
Restaurant Associates

Are spirits provided on the evening of the reception?

Spirits are not a part of the package, although they can be provided on request. Your guests can either purchase spirits on the night as they order each drink or spirits can be charged on consumption. If you wish to have spirits on consumption you will need to complete a payment authorisation form providing credit card details prior to the wedding day, your coordinator will charge the beverages consumed to your credit card after the event

If you decide you may provide your own spirits at a corkage fee of \$25.00 per bottle. The spirits will need to be delivered when you have your final meeting with the coordinator

If guests arrive early can they go straight up to the venue?

The venue will only be available at the time specified on the function sheet/schedule. Should the guests arrive to the function centre before this time, they will need to wait on the ground floor in the reception area until the doors open

Can we decide on the night if we want to extend the package?

No. For staffing and security reasons we are required to know in advance and the start and finish times will be signed off prior to the function date

Can our guests throw rose petals on our departure at the end of the night?

No, for quarantine and cleaning reasons. The Zoo grounds, including the Function Centre, are classified as a quarantine area. Therefore, organic items such as rose petals are not allowed in ground as they can be poisonous to animals

In addition to this, petals thrown in the function centre may be stepped in and stain the carpet which will result in additional cleaning fees

Can we have sparklers in the room?

No, as the Zoo is a quarantine area and for fire hazard reasons

Elegance



TARONGA CENTRE
HOSPITALITY WITH VISION
Restaurant Associates

Can we leave decorations/items at the Taronga Centre to be picked up the following day?

Due to the number of functions we have back to back at the centre all decorations will need to be removed from the function centre at the conclusion of the event, unless arranged otherwise with your event coordinator

What time will the suppliers be able to access the room to set up our decorations?

We allow access to the venue 2 hours prior to the start of your reception time. If the function room is not booked on the day of your reception we are happy to provide earlier access

What time can deliveries be made on the day of the reception?

Deliveries from Monday through Saturday can be made between 9:30am - 5:00pm. For Sunday receptions deliveries will need to be made either on Saturday or after 2:30pm. The week prior to your wedding reception your event coordinator will be in contact with your suppliers to confirm their arrival times

Can items be delivered earlier?

This is dependant on what items they are and the date of your event. You may liaise with your event coordinator to arrange this if it is required

Are the items stored in a safe place?

As we do not have any allocated storage areas, any deliveries will be stored in the Compass Group offices or function store rooms. Every precaution will be taken though Compass Group does not take any responsibility for any items left onsite

Are we allowed to have candles in the room or on the tables?

Yes candles are allowed in the room as long as all candles are held in a candelabra. Please ensure all holders are made specifically to hold candles and the heat that is produced.

Elegance



TARONGA CENTRE
HOSPITALITY WITH VISION
Restaurant Associates

Do we need to have security?

Yes, this is a requirement of the Zoological Parks Board of NSW. For functions with a guest list of up to 149 attendees 1 x Security Guard is required. Functions in excess of 150 guests requires 2 x Security Guards.

Can we use our own security?

No, the Zoo's own security personnel are required to not only look after your guests but to also protect the Zoo grounds.

Are there any rooms that we can allow young babies or older guests to rest/sleep in?

No, we do not have any side rooms that can be provided for this purpose.

When do we need to decide on the menu for the reception?

The final menu choice will need to be decided 2 Fridays prior to your reception date. A specified date will be provided to you on your confirmation letter.

Do you cater for special dietary requirements?

Yes, on request we can certainly provide meals tailored for dietary requirements. We require notification of any guests that have special dietary requirements as soon as possible, especially any guests that have allergies.

In the rare instance where a guest's dietary requirements can not easily be catered to, the additional costs of this purchase will be passed on to you.