

# BOOKING GUIDELINES



## To Book

Love the venue as much as we do? Amazing! To book your event, send us an email at [info@mrmccracken.com.au](mailto:info@mrmccracken.com.au) confirming that you would like to go ahead. Outline the date and time of the event and number of guests. From there, we'll ask you for a signed contract and 20% deposit of your agreed spend. Once paid, congratulations! You're about to start planning an incredible event with one of our fabulous event coordinators. Just note that if you are booking an event 14 days or less before the date, full payment is required at the time of booking. So that your event can run as smoothly as possible, we require guest number confirmation, final payment and all dietary requirements no later than 10 days prior to your event date.

## Our Food

We work with lovely, fresh produce. This does mean however that all menu items are subject to change according to seasonality and availability. As great as we are at catering for nearly all dietary requirements, all Melbourne Hospitality People (MHP) kitchens contain nuts, shellfish and other allergens. Traces of these may be in the food. In the event that MHP has not been given prior notification, the client will be charged pro-rata for all additional items required. MHP will aim to cater appropriately for all dietary requirements and allergies, however, cannot guarantee, nor take responsibility for any reaction to the food.

## Housekeeping

To ensure all our guests have the best time, we do not allow; Inappropriate behaviour, games, activities or novelty items. Decorative items that may interrupt the splendid view including balloons and large floral arrangements. Exceptions are made for full venue exclusive events. Yes, we are famous purveyors of all things fun, celebratory and impulsive. However, we are also in the business of keeping it fabulous and safe for all – including you! To do this, we always practice our Responsible Service of Alcohol. If we ask you to slow down and have some water, consider us your guide in getting you back up on the D-floor, and take our advice. We are proud to be a venue free from discrimination. Discriminatory behaviour or language will not be tolerated.



## Cancellation Policy

Type of event	Cancellation period	Cancellation Penalty
Semi-exclusive	7 days	20% booking fee
Exclusive	14 days	20% booking fee

The non-refundable booking fee is in place to act as compensation for administrative costs, stock loss, and lost opportunity associated with an event or reservation.

For a full list of terms and conditions, please visit [melbournehospitality.com.au](http://melbournehospitality.com.au)

## FAQs

### Is there a minimum spend?

A minimum spend is required to reserve one of our spaces on a semi-exclusive or exclusive basis. This is met by your food and beverage selection. Our minimum spends are season and space dependent.

### How long can my event go for?

Celebrate your semi-exclusive event for 3 hours, or kick it up a notch for 4 hours for your exclusive event. Exclusive lunch events can run anytime from 12pm - 4pm or 1pm - 5pm, and exclusive evening events anytime from 6pm - 10pm or 7pm - 11pm. Please discuss with your coordinator if you need more time that what is regularly allocated.

### My friend is vegan, gluten free, FODMAP, pregnant, allergic to peanuts and hates mushroom, can they still come?

Our chefs love making sure everyone is well looked after! Just let your coordinator know of any dietary requirements 10 days prior to your event and we will make sure they don't leave hungry.

### Can I bring a cake?

Absolutely! You are welcome to bring your own cake and we will provide plates and cutlery free of charge. We can also serve your cake plated with seasonal garnish and cream for \$3 per person. For special occasions, you may wish to display your cake. We can provide a cake table for a fee of \$100 per cake (not applicable for exclusive events).

### What's the dress code?

We want all of our guests to feel comfortable at Mr McCracken, and ask that you dress fun but respectable! Dirty workwear, intimidating dress or dress ups are not permitted.

### Can I rename a cocktail for my event?

You betcha! Pick your favourite cocktails off the menu and add your own personalised twist to them. The day is about you after all.

### Where can we park?

There is plenty of parking available in the Hyatt Place car parks, on either side of Mr McCracken. And even better, we can validate it for you!

### I'm in a wheelchair, how do I get in?

Mr McCracken is an incredibly accessible venue, offering accessible parking facilities, rest rooms, and wide doors.

### What happens if COVID restrictions come back?

We don't like to bring up the past, but we understand your concerns. The COVID stuff is simple, if we can host your event we absolutely will try our best to, but if we can't, we will offer you a complimentary postponement to an agreed date. If we are unable to find you a suitable date and you need to cancel we will refund you in full.

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