

# Frequently Asked

*What does the location hire include?*

- + Exclusive use of the location for the time you have booked (this must include your bump in and bump out)
- + Signage reserving the area.

*How many guests can I have?*

Each site has a maximum capacity that is detailed in the Comparison Table. We recommend that you inspect the sites to ensure you are comfortable that your preferred area is well suited for the size of your group.

*What furniture and decoration is permitted in the location?*

- + Tables
- + Seating for up to 100 people.
- + Up to two 3m x 3m shade structures - such as chuppas, mandaps, gazebos or similar. Please note, marquees or tents with sides are not permitted and all structures must be weighted, not pegged.

Gardens regulations do not permit the attachment of decorations, balloons, signage, banners or other items to trees or heritage features.

Vehicles are not permitted off-road therefore all furniture and equipment must be carried to the location.

*Can we have a caterer?*

Yes. Food must be prepared within Gardens regulations and caterers must of public liability insurance to the value of \$10 million. No food or drink can be

sold.

*Is power available?*

Power is available at both indoor sites. Please speak with staff for details.

*Can I have speakers or amplified sound?*

You may use a low-volume, battery powered portable speaker or amplifier. Please position speakers towards your area to minimise impact on other Garden users.

*Can I have a band/music?*

You may have a live acoustic ensemble of up to four people or pre-recorded music. Please note that the Gardens and any events taking place in the Gardens must abide by the Camden Council Noise Policy (please see Camden Council website for details).

*Can I have fire?*

Fire and/or flames are not permitted.

*Will there be other people in the Garden on the day of my function?*

Yes. The Australian Botanic Garden, Mount Annan is a public garden and other activities may be occurring at the same time. Your chosen venue will be reserved for your exclusive use.

*Where can my guests park?*

Free car parking is available throughout the Garden and is available to all garden visitors on a first come first service basis

*Is there coach parking?*

A coach parking bay is available in the main car park P3.

*Can my guests leave cars in the Garden overnight?*

No, the Australian Botanic Garden closes to all vehicles each night.

If a car has broken down, or cannot otherwise be moved due to mechanical fault, your guests should please notify a Gardens Ranger on 0409 122 953 in order to avoid a fine.

*Where can my guests get a taxi?*

You will need to order a taxi using your own mobile phones. If you are stuck, please go to our visitor centre which operates from 10am to 4pm each day.

*Can you send me a map showing the location of the venue?*

Upon confirmation of your booking, we will email you a map showing the location of your function.

*Are pets allowed in the Garden?*

Sorry, but due to the wildlife that call the Garden home, pets are not allowed.

*How do I book a function in the Australian Botanic Garden?*

Step-by-step details are on our website.

*How can I pay for my booking?*  
The Australian Botanic Garden,

# FAQS

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Mount Annan accepts payment for bookings via:

- + *Credit Card*  
(MasterCard or Visa)
- + *Bank cheque or money order*
- + *Cash at the Visitor Centre*

Please note that a booking is only confirmed once we have received payment and you have received a confirmation email. We reserve the right to make the site available to another party if we do not receive payment following written request for immediate payment.

### *Can I cancel my booking after it has been confirmed?*

You should be aware that the Australian Botanic Garden, Mount Annan is a community venue and that other non-related activities may be occurring throughout the Garden at the time of your booking. This may include concerts and large community events that are booked throughout the year. We will endeavour to limit bookings on the day of a major event. If a confirmed event booking exists, we will make the potential impacts known to you at the time of booking. For bookings

made well in advance, notification may not be possible at the time of booking.

The Garden reserves the right to cancel bookings up to six months in advance of the booking date or relocate a booking up to three months in advance of a booking and will refund any payments in full upon cancellation. No further compensation will be payable.

If you wish to cancel your booking, it must be made in writing to:

[mtannan.events@rbgsyd.nsw.gov.au](mailto:mtannan.events@rbgsyd.nsw.gov.au)

In the event of cancellation, the following fees will be retained by the Trust:

Cancellations received more than one month prior to your booking will be given a 50% refund of the total fee received.

Cancellations received less than one month prior to your booking will not be given a refund.

Cancellation due to inclement weather:

A 50% refund of the venue hire fee will be given if you have notified the Visitor Centre on 02 4634 7935 before 9:00 am on the day of your booking. If calling on a weekend, a message must be left on the

voicemail. To process your refund we require a written cancellation (as above) which must be received by the Visitor Centre no more than 14 days after your booking date.

*How far in advance can I book a venue?*

We accept bookings up to 18 months in advance.

### *What time do the vehicle gates open and close in the Australian Botanic Garden?*

Gate opening times vary seasonally. For current opening times visit: [rbgsyd.nsw.gov.au/annan](http://rbgsyd.nsw.gov.au/annan)

### *Can I bring my own caterer?*

For bookings in the Bowden Centre you may use your own caterer or self-cater. For events in the Australian PlantBank, only preferred caterers can be used. Please speak with staff for a list of these businesses.