



## Frequently Asked Questions

Visiting us or planning an event? Find answers to our most frequently asked questions below.

### General

#### **Are guests under 18 allowed in the bar?**

Yes, guests under 18 are permitted provided they are accompanied by a legal guardian. They must remain seated at all times and are not permitted to order at the bar.

#### **How do we set up a bar tab?**

Bar tabs can be arranged with our team on arrival. A valid credit card is required as security and will be returned at the conclusion of your booking.

#### **I'm interested in hosting a new event for 20 guests or more. Who should I contact to discuss my event and make an enquiry?**

For all new event enquires you may contact our team directly at [perbs.18knots@hilton.com](mailto:perbs.18knots@hilton.com)

#### **Can I make a booking for 5 people or less?**

We only accept online bookings for groups of 6 or more. Groups of 5 or fewer are welcome to walk in, and we'll do our best to seat you upon arrival.

#### **When do bookings open?**

Bookings are available up to three months in advance. For reservations beyond this timeframe or for groups of more than 20 guests, please contact our Events Sales team directly.

### Celebrations

#### **Can we bring a cake?**

Yes, you are welcome to bring a cake. We kindly ask that you provide at least 24 hours' notice if you would like it to be cut and served, so we can accommodate your request during service. Please note that during peak periods, cake service may take approximately 45–60 minutes.

#### **Is there a cake fee?**

A \$5 per person cakeage fee applies. This includes plates and cutlery for your cake service.

## **Celebrations (Continued)**

### **Can we bring decorations?**

We do not allow alterations to the existing furniture layout unless arranged through a formal function booking. Items such as tablecloths, centrepieces, table lighting, large signage, and arches are not permitted. However, balloons are allowed.

### **Are candles allowed?**

Small candles (up to 5 cm) are permitted, with a maximum of five candles per cake. Larger candles and sparklers are not allowed.

## **Bookings up to 20 Guests**

### **Can we extend our booking time?**

Extensions are subject to availability and require management approval. Unfortunately, we are unable to extend bookings if another reservation is scheduled for the same space. Each request is assessed on a case-by-case basis.

### **Can we request a specific area, such as the South Lounge?**

Seating areas are allocated based on availability. While we will make every effort to accommodate requests, specific areas cannot be guaranteed.

### **Is there a booking fee?**

No, we do not charge a booking fee. A pre-authorisation fee of \$25 per person is required to secure your booking.

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

Cancellations made with more than 24 hours' notice will not incur a fee. For cancellations made within 24 hours, the pre-authorised amount will be charged.

### **Will we be charged if some guests do not attend?**

As long as part of the group attends, no cancellation fee will be charged for absent guests.

### **Can we pre-order food?**

Pre-orders are only available for bookings of 20 guests or more and must be arranged through our Events Sales team.