



FAQs

Venue Policies

Q: What is your age policy?

A: We operate a strict 18 and over policy. All guests must show a valid form of photo ID on arrival. Failure to do so may result in being refused entry.

Q: How long will my table be held if I am late?

A: We will hold your table for a maximum of 15 minutes past your booked arrival time. After this time, we cannot guarantee your table will still be available.

Q: Can the venue refuse entry or stop serving?

A: Yes, we reserve the right to refuse entry and/or stop serving at the manager's discretion.

Q: Can I request a specific seating area?

A: While we will note all seating requests, we cannot 100% guarantee a specific area.

Pre-Ordered Items and Payments

Q: When do I need to pay for pre-ordered items and minimum spends?

A: All pre-ordered items and minimum spends must be paid for in advance of your booking.

Q: Can I use pre-ordered food and drinks on a different day?

A: No, all pre-ordered food and drinks are only redeemable on the day of your booking/event and are not transferable.

Q: What happens if my guest numbers change?

A: You must adhere to your contracted guest numbers. If there is a drop in numbers, we will attempt to work with you to maximize your pre-ordered package, but this may not be guaranteed if items have been ordered specifically for your event.

Q: What seating arrangements are included with my booking?

A: IF booking brunch, all guests will be allocated a seat. All other bookings are made up of seating and standing space unless stated otherwise (we aim to seat up to 30% group) This excludes guestlist bookings which are standing only.

General Information

Q: Do you accept cash payments?

A: No, we are a cashless bar and only accept card payments.

Q: When does the kitchen close?

A: Our kitchen closes at 10pm every day.

Q: Does the guestlist guarantee entry or a table in the venue?

A: No, the guestlist does not guarantee entry or a table in the venue.

Q: Is there a dress code?

A: The dress code is smart casual.

Q: Do you have a cloakroom?

A: We do not have cloakroom facilities.

Q: Are you wheelchair accessible?

A: Unfortunately we are not. The rooftop is accessible via stairs.

Q: Are you dog friendly?

A: Due to the nature of the venue, no.

Q: Can you smoke/vape on the roof?

A: Smoking is not permitted on the tables and the bar, only in the designated smoking areas.

Q: What happens if I cancel my booking within 72 hours of the booking date?

A: If you cancel within 72 hours of your booking date and you secured your booking with a card authorisation, we reserve the right to claim your card authorisation.

Q: Are pre-payments refundable?

A: No, we do not offer refunds on any payments made.

Q: Can I reschedule my booking if I've made a pre-payment?

A: Yes, you can reschedule your booking with at least 10 days notice, subject to availability.

Q: What is the maximum duration for all bookings?

A: All bookings have a maximum duration of 3 hours.

Q: Can I amend my event date?

A: We will do our best to accommodate changes based on availability and time frame, but it cannot be guaranteed.

Wet Weather Policy

Q: What happens if it rains on the day of my booking?

A: We are a rooftop venue that remains open come rain or shine! We are a predominantly covered rooftop.

Q: What if my booking is in Cloud 9 and it rains?

A: You can move your booking to an alternative date free of charge or join us in the downstairs area.