



BOMBAY SAPPHIRE

PROJECT BOTANICALS

FREQUENTLY ASKED QUESTIONS

WHEN IS THE EVENT?

Project Botanicals will be open from Wednesday 9th November to Sunday 20th November from Wednesday to Sunday only. On Wednesday – Saturday we have two evening sessions: 6.30 - 8.30pm and 8.30 – 10.30pm. On Sunday we have two slightly earlier sessions: 6pm – 8pm and 8pm – 10pm.

WHAT ARE SEATING SESSIONS?

We provide the option of two separate seating sessions each night Wednesday – Saturday 6.30 - 8.30pm and 8.30 – 10.30pm; and two separate seating sessions on Sunday – 6pm– 8pm and 8pm – 10pm.

When you book your tickets to Project Botanicals you will be asked to select which seating session you wish to attend.

Each seating session is 2 hours and provides you with ample time to enjoy the 2 cocktails and 2 paired dishes included in your ticket price. You may also purchase additional cocktails and dishes in your 2 hour seating session. Should you wish to stay longer than your 2 hour seating session, you are welcome to move to the bar area where you can enjoy a selection of Bombay Sapphire classic cocktails.

Light snacks will be available for purchase from the bar.

Please note that this will be dependent on capacity within the bar, if the bar is at capacity you may be asked to vacate the venue at the conclusion of your 2-hour seating session. Simply speak to your friendly designated waiter and they will do their very best to accommodate your request.

WHAT HAPPENS IF I'M LATE FOR MY SEATING SESSION?

In order to relax and enjoy your Project Botanicals experience we recommended that you arrive 15 minutes prior to your seating session to ensure you are seated on time. If you arrive over 30 minutes late for your seating session there may only be time for you to enjoy one of the pairings included in your ticket price. If you are more than 1 hour late for your seating session, please speak to the concierge at the door and they will do their very best to accommodate you.

WHAT TIME SHOULD WE ARRIVE AT THE EVENT?

In order to relax and enjoy your Project Botanicals experience we recommended that you arrive 15 minutes prior to your seating session to ensure you are seated on time.

WHAT TIME DO THE DOORS OPEN?

Doors open at 6.15pm Wednesday to Saturday; and 5.45pm Sunday. However, if you want to come earlier to have a pre-dinner drink, the bar area will be open half an hour before your session starts.

There will also be a pop-up shop selling Project Botanicals inspired gifts, which will also be open from half an hour before your session time. You are more than welcome to browse through the shop beforehand as well.

CAN WE STAY AFTER OUR SEATING SESSION FINISHES?

Should you wish to stay longer than your 2 hour seating session, you are welcome to retire to the bar where you can continue to enjoy cocktails from our botanically inspired menu. Please note that this will be dependent on capacity within the bar, if the bar is at capacity you may be asked to vacate the venue at the conclusion of your 2 hour seating session. Simply speak to your friendly designated waiter and they will do their very best to accommodate your request. Please be aware that the paired dishes are not available in the bar area.

WHAT TIME DO THE DOORS CLOSE?

The doors will close when all guests have left the venue, but by no later than midnight each night.

WHERE IS THE EVENT?

Project Botanicals will be held at 5 Galatos Street, Auckland City.

HOW DO I BOOK TICKETS?

To book tickets to Project Botanicals go to www.iticket.co.nz or visit www.projectbotanicals.co.nz for more information.

HOW MUCH ARE THE TICKETS?

The tickets are \$55 + Booking Fee each and include 2 cocktails and 2 paired dishes of your choice from our menu.

IS THERE A BOOKING FEE, IF SO, HOW MUCH?

Yes, there is a booking fee. The booking fee is \$4 per ticket.

HOW CAN I PAY FOR MY TICKETS?

You can pay for your tickets using your credit card or via bank deposit.

WHAT CREDIT CARDS DO YOU ACCEPT?

iTicket accepts payment via VISA, MasterCard, American Express, Q Card (in some circumstance), and by direct credit online (or at your local bank branch). In certain circumstances they are able to accept cheque payments via phone. An additional phone booking fee will be applied to your order in this case. Please contact iTicket Customer Service - support@iticket.co.nz or 0508 iTICKET (484-253)

WHAT DO THE TICKETS INCLUDE?

The ticket includes entry to Project Botanicals and 2 cocktails and 2 paired dishes from our botanically inspired menu.

DO I NEED TO BUY MULTIPLE TICKETS IF I WANT TO DRINK/EAT MORE THAN WHAT'S INCLUDED IN THE SINGLE TICKET PRICE?

No, you only need to purchase one ticket per person for the event. You may purchase additional cocktails and dishes in your 2-hour seating session if time permits. Should you wish to stay longer than your 2 hour seating session, you are welcome to move to the bar area where you can continue to enjoy cocktails from our menu. Please note that this will be dependent on capacity within the bar, if the bar is at capacity you may be asked to vacate the venue at the conclusion of your session. Simply speak to your friendly designated waiter and they will do their very best to accommodate your request.

Please be aware that the paired dishes are not available in the bar area.

HOW DO I RECEIVE MY TICKETS?

When you have completed your booking and payment has been processed your tickets will be emailed to the nominated email address that you provided at the time of booking.

I DIDN'T RECEIVE A CONFIRMATION MESSAGE UPON PURCHASING MY TICKETS. CAN I ASSUME THAT MY BOOKING WAS SUCCESSFUL?

Once you have completed your booking and payment has been processed your tickets will be emailed to the nominated email address that you provided at the time of booking. Please check your email soon after booking your tickets to ensure you have received them. If for any reason you haven't received them, please contact iTicket Customer Service - support@iticket.co.nz or 0508 iTICKET (484-253)

I ACCIDENTALLY ENTERED THE WRONG EMAIL ADDRESS WHEN BOOKING AND HAVE NOT RECEIVED MY TICKETS. WHAT DO I DO?

If you have accidentally entered an incorrect email address, please contact iTicket Customer Service - support@iticket.co.nz or 0508 iTICKET (484-253)

CAN I CHANGE MY TICKET/S TO ANOTHER NIGHT/SEATING SESSION?

We may be able to change your ticket/s to another night or seating session, however this will depend on availability. Please contact the iTicket Customer Service team on support@iticket.co.nz or 0508 iTICKET (484-253) and they will be able to assist you.

I HAVE LOST MY TICKET/S, WHAT DO I DO?

If you have lost your tickets or can't find the email containing your tickets, please contact the iTicket Customer Service team on support@iticket.co.nz or 0508 iTICKET (484-253) and they will be able to assist you.

ARE THE TICKETS TRANSFERABLE?

Yes they are. If you have booked a ticket under a certain name and this person cannot attend the event please feel free to give your ticket to a friend or family member to enjoy. Simply mention this on arrival at the event.

CAN YOU PURCHASE ADDITIONAL COCKTAILS AND PAIRED DISHES OVER AND ABOVE WHAT IS INCLUDED IN THE TICKET PRICE?

Yes you can. Additional cocktails and dishes are \$15 each and can be purchased on the night in your seating session, should time permit. Simply speak to your friendly designated waiter and they will do their very best to accommodate your request.

HOW DO I PAY FOR EXTRA COCKTAILS, PAIRED DISHES OR OTHER DRINKS PURCHASED ON THE NIGHT DURING MY SEATING SESSION?

We accept payments via eftpos, cash or credit card on the night.

HOW DO I PAY FOR EXTRA COCKTAILS PURCHASED AT THE BAR ON THE NIGHT?

For drinks purchased at the bar, we request that these are paid for at the time of purchase by eftpos, cash or credit card.

ARE THERE OTHER DRINKS AVAILABLE AT THE EVENT OTHER THAN THE PROJECT BOTANICALS COCKTAILS?

Yes you can. You will also be able to purchase the following additional drinks at the event: Negroni, Tom Collins & Star of Bombay and Quina Fina Tonic. We will also have other alcoholic options Steinlager Pure, Wither Hills Sauvignon Blanc, Wither Hills Chardonnay and Wither Hills Pinot Noir. We will have the low alcoholic option of Mac's Light & non-alcoholic options Brewhouse Soda, HOPT Soda and Naked Water.

IS THERE ANY OTHER FOOD AVAILABLE OTHER THAN THE PAIRED DISHES?

No, there isn't. Our botanically inspired menu includes 10 exotic dishes crafted with Michael Meredith and you are guaranteed to find a delicious dish to overload your senses.

DO I ALWAYS HAVE TO PURCHASE THE PAIRED COCKTAIL AND DISH AS SUGGESTED ON THE MENU OR CAN I MIX THINGS UP?

No, you are more than welcome to mix the cocktails and paired dishes if you would prefer. However, to make the most of this experience, we strongly recommend the pairings as they're designed by our experts to compliment each other.

HOW DO I GET TO THE VENUE?

There is no parking available at the venue so we recommend that you UBER, taxi, take public transport or walk to the event. For more information on public transport options, please visit at.govt.nz.

WHAT ARE THE SEATING ARRANGEMENTS AT EVENT?

Project Botanicals is a shared dining experience, therefore you may be seated at the same table as other guests. If you have a special request in regards to seating arrangements please speak to our friendly staff at the door on arrival and they will do their very best to accommodate your request.

IS THERE ENTERTAINMENT AT THE EVENT?

Yes, we will have a number of Auckland's top DJs playing at the event for your enjoyment.

I CAN'T ATTEND THE EVENT NOW; CAN I GIVE MY TICKET TO A FRIEND OR FAMILY MEMBER?

Yes you can. If you have booked a ticket under a certain name and this person cannot attend the event please feel free to give your ticket to a friend or family member to enjoy. Simply mention this to the staff on the door on arrival to the event.

I BOOKED MULTIPLE TICKETS FOR THE EVENT BUT PUT ALL OF THE TICKETS UNDER MY NAME, WILL THIS BE A PROBLEM WHEN MY FRIENDS AND I GET TO THE DOOR?

No, it will not. Simply mention this to the staff on the door on arrival to the event.

I BOOKED MULTIPLE TICKETS UNDER DIFFERENT NAMES AND SOME OF THESE PEOPLE ARE NOW UNABLE TO ATTEND; DO I NEED TO CHANGE THE NAMES OF THE TICKETS?

No, you do not. Simply mention this to the staff on the door on arrival to the event.

I BOOKED TICKETS BUT CAN'T ATTEND THE EVENT NOW; CAN I GET A REFUND?

As per the ticket terms and conditions, unfortunately we cannot offer a refund once tickets have been purchased. If for any reason you can no longer attend the event, please feel free to give your ticket/s to a friend or family member to enjoy. Simply mention this to the staff on the door on arrival to the event.

I ACCIDENTALLY DOUBLE-BOOKED TICKETS; CAN I GET A REFUND?

As per the ticket terms and conditions, unfortunately we cannot offer a refund once tickets have been purchased. Please feel free to give your ticket/s to a friend or family member to enjoy. Simply mention this to the staff on the door on arrival to the event.

MY FRIENDS AND I HAVE BOOKED OUR TICKETS SEPARATELY, BUT WE ARE COMING AS A GROUP, IS THAT OK?

Yes it is. When you book your tickets you will be asked to identify other guests in your group as this will assist us in seating your group together.

I BOOKED MULTIPLE TICKETS BUT I WAS ONLY EMAILED ONE TICKET, WHAT DO I DO?

If you purchase multiple tickets in one booking all of your tickets will be emailed to you in one PDF document with multiple pages. You will not receive individual emails or PDF documents for every ticket booked.

WHAT IS THE MAXIMUM NUMBER OF TICKETS THAT I CAN PURCHASE IN ONE BOOKING?

There is a maximum limit of 10 tickets per booking. If your group is larger than 10 people, simply process a second booking. Alternatively, if you would like to make a corporate booking at Project Botanicals for a large group, please send an email to rsvp@hustleandbustle.co.nz outlining your request and contact details and we will contact you to discuss your requirements.

THE BOOKING WEBSITE SAYS A PARTICULAR SESSION IS "SOLD OUT", IS THERE ANYWAY TO GET TICKETS FOR THIS SESSION?

Once a seating session is sold out unfortunately tickets are no longer available for this seating session. We recommend that you book early to avoid disappointment. We would hate you to miss out!

IS THERE A WAITING LIST FOR SESSIONS THAT HAVE 'SOLD OUT'?

Once a seating session is sold out unfortunately tickets are no longer available for this seating session and we do not have a waiting list. We recommend that you book early to avoid disappointment.

I HAVE SPECIAL DIETARY REQUIREMENTS, WHAT SHOULD I DO?

Our menu will identify which dishes are able to be adapted to be vegetarian, gluten free and/or dairy free. If you have any other special dietary requirements or allergies please speak to your friendly designated waiter on arrival and they will do their very best to accommodate your request. Please be aware that we are unable to guarantee that dishes do not contain traces of nuts, as all dishes are prepared in the same kitchen.

DOES THE VENUE HAVE DISABLED ACCESS?

Yes it does. Simply mention this requirement to staff on arrival and they will be able to assist you.

IS THE VENUE UNDER COVER?

Yes, Project Botanicals is an indoor event.

IS THERE PARKING AT THE EVENT?

No, there is no parking available at the event. We recommend that you get a taxi, UBER or walk to the event. For public transport options please check <https://at.govt.nz/>.

I AM UNDER 18 YEARS OF AGE, CAN I ATTEND THE EVENT?

Project Botanicals is a licensed bar serving alcoholic beverages and therefore anyone under the age of 18 years will not be admitted.

DO I NEED TO BRING ANY ID?

Yes, we recommend you bring your ID with you.