FREQUENTLY ASKED QUESTIONS

THE DETAILS, SIMPLIFIED.

Some of the most common questions we hear when planning a Roaming Bar experience.

WHAT DOES BYO MEAN?

For BYO packages, you provide the spirits. The Roaming Bar provides the professional bartenders, cocktail service and the other elements included within the selected package.

HOW MUCH SETUP TIME DO YOU NEED?

A minimum of 90–120 minutes is required so cocktails are ready to be served when guests arrive. Larger or more complex events may require additional setup time.

DO YOU NEED A SINK?

Yes. Sink access is required for glassware washing during service. If sink access is unavailable, biodegradable cups may be used instead.

CAN I PROVIDE MY OWN BAR?

Yes. A third-party bar must meet our operational size requirements and its suitability must be confirmed with The Roaming Bar before the event.

CAN I ADD EXTRA GUESTS?

Any extra guest on the day is charged at the package rate plus 20%.

ARE YOU LICENSED AND INSURED?

Yes. We hold a liquor licence for service from 9am to 1am and carry public liability insurance. Certificates are available for your venue on request.

HOW IS TRAVEL CALCULATED?

Travel is charged per event, based on your venue: Yarra Valley, free · Melbourne and CBD, $150 · Mornington Peninsula, $250 · Everywhere else, $2.75 per km, calculated in your quote.

ARE PRICES GST INCLUSIVE?

Yes. Every price in this guide includes GST.

HOW DO I SECURE MY DATE?

We'll hold your date for 7 days. Pay your 30% deposit (GST inclusive) within that time, with proof of payment, to lock it in.

WHEN IS FINAL PAYMENT DUE?

The final cost of the function is due 21 business days prior to the function date.

CAN MY EVENT BE RESCHEDULED?

Yes. Rescheduling requests must be made in writing and are subject to the rescheduling terms outlined on the following pages. Alternate dates are subject to availability.

TERMS & CONDITIONS

BOOKING & PAYMENT.

Clear terms keep the planning process simple and protect both the client and The Roaming Bar.

BOOKINGS / PAYMENT TERMS

All prices include GST.

Quotes are valid for 30 days.

We'll hold your date for 7 days. Pay your 30% deposit (GST inclusive) within that time, with proof of payment, to lock it in. The deposit is subtracted from the final invoice.

The final cost of your function is due 21 business days before the function date.

A tax invoice will be issued after each payment is made.

Overdue invoices may incur interest at 10% per year, plus reasonable collection costs.

Credit card payments will incur a surcharge. The percentage varies depending on the card type.

DEFAULT OF PAYMENT

The Roaming Bar reserves the right to refer outstanding debts to a mercantile agent and/or debt collection agency in the event of payment default.

Any fees associated with outsourced debt collection may be passed on to the customer.

Accounts exceeding 30 days from the invoice issue date without payment will be considered in default and may be subject to these actions.

The Roaming Bar reserves the right to refuse service to any client with accounts that remain unpaid or in default from previous events.

RESCHEDULING / POSTPONEMENT

Any request to change the event date must be provided in writing. Each booking includes one free date change with 60 or more days' notice. After that, these fees apply:

60+ days (first change)	**Free**
21–59 days	**25% of total booking fee**
Less than 21 days	**50% of total booking fee**

Events may be transferred to an alternate date subject to availability. Change of date fees may apply.

CANCELLATION

Any notice of date change or cancellation must be provided in writing.

More than 120 days	**100% deposit refundable**
60–120 days	**50% deposit refundable**
21–59 days	**Deposit non-refundable**
7–20 days	**80% charges payable**
Less than 7 days	**100% charges payable**

Events can be transferred to an alternate event date. Change of date fees may apply.

TERMS & CONDITIONS

SERVICE, ACCESS & RESPONSIBILITY.

Operational requirements are designed to ensure the bar can be delivered safely, smoothly and to the standard expected.

BOND & EXTRAS

A $200 refundable glassware bond applies to every package. It is returned in full after the event, provided no glassware is broken, lost or damaged.

The Roaming Bar reserves the right to apply the bond toward additional charges not included in the original quote.

An $11 charge per broken or missing glass will be deducted from the bond.

Our bar, setup and pack down are included in every package. We'll choose the bar size to suit your guest numbers.

BAR SETUP REQUIREMENTS

1.4m bar (included) — minimum space required: 2m x 3m.

2.8m bar (included) — minimum space required: 3m x 3m.

If the client hires a bar from a third-party supplier, it must meet the above height and size requirements. Suitability must be confirmed with The Roaming Bar prior to the event date.

Where a bar is not provided by The Roaming Bar, the client must provide a suitable service area that meets our operational requirements. Failure to provide an adequate setup may impact service quality or result in service cancellation without liability to The Roaming Bar.

SETUP TIME

A minimum setup time of 90–120 minutes is required to ensure cocktails are ready to be served upon guest arrival.

Extended setup times due to venue access restrictions or event complexity may incur additional charges.

TRAVEL FEES

Travel is charged per event, based on your venue: Yarra Valley, free · Melbourne and CBD, $150 · Mornington Peninsula, $250 · Everywhere else, $2.75 per km, calculated in your quote.

Your travel fee is confirmed in your quote.

WATER & WASHING FACILITIES

Sink access is required for glassware washing during service.

If sink access is unavailable, biodegradable cups may be used instead of glassware.

Failure to provide suitable washing facilities may impact service or result in event cancellation.

SPECIAL EFFECTS & LIABILITY

The Roaming Bar may use equipment such as the Flavour Blaster smoke gun for cocktail presentation.

The Roaming Bar is not liable for fire alarms triggered by smoke effects. The client is responsible for confirming venue compliance and notifying venue management where required.

The client acknowledges and agrees that The Roaming Bar is not responsible for damage to client property or venue property during service. The Roaming Bar will operate with reasonable care and professionalism at all times.

AGREEMENT

By confirming a booking with The Roaming Bar, the client agrees to these terms and conditions.

LET'S MAKE IT MEMORABLE. YOUR EVENT. OUR CRAFT.

HOW TO BOOK

1.

ENQUIRE

Call, email or visit our website with your date, venue, guest numbers and favourite package.

2.

GET YOUR QUOTE

We'll send a tailored quote with your package, travel and any add-ons. Quotes are valid for 30 days.

3.

LOCK IN YOUR DATE

We hold your date for 7 days. Pay your 30% deposit within that time and it's yours.

4.

RAISE A GLASS

Settle the balance 21 business days before your event. We arrive, set up and take care of the rest.

THE ROAMING BAR

PREMIUM COCKTAIL EXPERIENCES

MELBOURNE · YARRA VALLEY · VICTORIA WIDE

LET'S TALK

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