

# Bombay Sapphire Project Botanicals FAQs

## EVENT DETAILS

### How does this year's event differ from past Project Botanicals events?

Project Botanicals has a fresh new concept and unique layout this year. Rather than being a seated restaurant dining experience, this year you will wander through sensory destinations representing Bombay Sapphire's botanical locations, where you will be offered food tastings and cocktail creations. There will still be space to lounge and enjoy the atmosphere however there will be no allocated seating. The additional menu items will be available to purchase from the bar.

### What do the tickets include?

\$40+bf for four food and cocktail tasting experiences, and one signature gin and tonic twist. Additional dishes and cocktails are available for purchase for \$14 each. Note, all sessions are two hours duration.

### Where is the event?

SYDNEY

Sydney Project Botanicals  
Hiles Lane, Alexandria NSW

Best drop-off point is on the corner of Hiles Street and McEvoy Street, as Hiles Lane is a narrow dead-end street. The venue is approx 100 meters down Hiles Lane.

MELBOURNE

Melbourne Project Botanicals  
524 Flinders  
524 Flinders Street, Melbourne VIC

### What are the session dates and times?

SYDNEY

Thursday, 16 November: 8pm-10pm

Friday, 17 November: 5:30pm-7:30pm and 8pm-10pm

Saturday, 18 November: 2pm-4pm and 5pm-7pm and 8pm-10pm

Sunday, 19 November: 1:30pm-3:30pm and 4:30pm-6:30pm and 7:30pm-9:30pm

MELBOURNE

Thursday, 23 November: 8:30pm-10:30pm

Friday, 24 November: 6pm-8pm and 9pm-11pm

Saturday, 25 November: 3pm-5pm and 6pm-8pm and 9pm-11pm

Sunday, 26 November: 1:30pm-3:30pm and 4:30pm-6:30pm and 7:30pm-9:30pm

When you book your tickets to Project Botanicals you will be asked to select which session you wish to attend. Each session is 2 hours and provides you with ample time to enjoy the included food and drink in your ticket price. You may also purchase additional cocktails and dishes in your 2-hour session if time permits.

### Is there allocated seating?

There is no allocated seating as Project Botanicals will not be a seated restaurant dining experience. This year you will wander through sensory destinations representing Bombay Sapphire's botanical locations, where you will be offered food tastings and cocktail creations.

### What time should we arrive at the event?

In order to relax and enjoy your Project Botanicals experience we recommended that you arrive 10 minutes prior to your session. We also require you to leave your session within your allocated session time.

### What happens if I'm late for my session?

In order to enjoy the full Project Botanicals experience, we recommended that you arrive 10 minutes prior to your session. The experience is self-guided, so the later you arrive, the less time you will have to enjoy the experience and all the ticket price has to offer. We will require you to leave your session within your allocated session time.

### Can we stay after our session finishes?

We will need all guests to move out of the venue at the end of their session.

**I have special dietary requirements, what should I do?**

The four food and cocktail experiences are set menus and cannot be modified to cater to specific dietary requirements. While we do have vegetarian, nut free and gluten free options, our menu is not a la carte, our offerings cannot be modified. We are unable to guarantee that dishes do not contain traces of nuts, as all they are all are prepared in the same kitchen. Please speak with our friendly staff at the food and cocktail service points for an ingredient list.

**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.

**Can I bring children to the event?**

Project Botanicals is a licensed bar serving alcoholic beverages and therefore children will not be admitted to this event.

**Is there a dress code?**

There is no set dress code for Project Botanicals, but recommend smart casual attire.

**Are there other drinks available at the event other than cocktails?**

A range of soft drinks will be available for purchase and filtered water is supplied to all guests free of charge.

**Is there any other food available?**

There will be a small botanically inspired bar menu crafted by Studio Neon available for purchase at \$14 per dish.

**What is the Ta-ku curated experience?**

Multi-disciplined artist Ta-ku has curated an original soundtrack and visual experience to take you on a journey to the ends of the earth with Bombay Sapphire.

**What happens with any photos or videos that might be taken of me whilst I am at the event?**

We may have a professional photographer or videographer at the event on a certain night. If this is the case there will be signs in the venue advising you of this. Photographs and video footage taken at the event may be used in future for promotional purposes.

**Are there any health and safety concerns with the lights or visuals?**

A small percentage of people may experience seizures when exposed to certain lights, patterns or images. The visual elements of Project Botanicals may not be suitable for people with photosensitive epilepsy and we encourage consulting the advice of a healthcare professional prior to attending. As at all our events, our guests' safety is the primary concern of Bacardi.

**TICKETS / BOOKING****How do I book tickets?**

To book tickets to Project Botanicals visit [www.projectbotanicals.com.au](http://www.projectbotanicals.com.au).

**Do I need to bring a copy of the ticket?**

We recommend that you have your smartphone ready with either your ticket or a confirmation of purchase. Alternatively, you can bring a printed copy of your ticket.

**How can I pay for my tickets?**

You can pay for your tickets by credit or debit card.

**What credit cards do you accept?**

We accept payments from Visa, MasterCard and American Express.

**What is the maximum number of tickets that I can purchase in one booking?**

You may purchase multiple tickets, as available.

**Will tickets be available at the door?**

Tickets will only be available at the door if a session has not sold out. Please check the session you wish to attend on Eventbrite prior to your arrival and contact our Customer Service team at [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au) if you have any questions.

**How do I pay for extra cocktails or food at the event?**

We accept payments via eftpos or cash on the night.

**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 from the bar if you wish.

Please note: We require you to leave your at the end of your allocated session time, therefore please arrive on time to maximize your experience.

**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 our Customer Service team at [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au) to assist you.

**I accidentally entered the wrong email address when booking and have not received my tickets. What do I do?**

Please contact our Customer Service team at [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au) to assist you.

**Can I change my ticket/s to another session?**

We may be able to change your ticket/s to another night or session, however this will depend on availability. Please contact our Customer Service team on email address and they will be able to assist you. Whilst every effort will be made to accommodate your request, it cannot be guaranteed.

**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 our Customer Service team at [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au) 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 upon arrival at check-in.

**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 concierge on arrival at the door.

**I booked multiple tickets for the event but all of the tickets are under my name, will this be a problem when my friends and I get to the door?**

No, it will not. Simply mention this at check-in upon arrival.

**I booked multiple tickets under different names and some of these people are now unable to attend; do I need to change the names on the tickets?**

No, you do not. Simply mention this to the concierge on arrival at the door.

**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 concierge on arrival at the door.

**I accidentally double-booked tickets; can I get a refund?**

Please contact our Customer Service team at [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au) to assist you.

**My friends and I have booked our tickets separately, but we are coming as a group, is that OK?**

Yes, there are no reserved areas inside the event. Your tickets must be for the same session and date.

**I booked multiple tickets but I was only emailed one ticket, what do I do?**

Tickets are sent to the nominated email address for each ticket purchased. Please check receipt of tickets/booking confirmation for each email address you entered when booking.

**The booking website says a particular session/night is 'sold out', is there anyway to get tickets for this session/night?**

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

**Can I make a corporate booking at this event?**

If you are interested in making a corporate booking at Project Botanicals for a large group, please send an email to [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au) outlining your request and contact details and we will contact you to discuss your requirements and confirm availability.

**Can I make a group booking at this event?**

Yes you can. Please note, there are no seating allocations for this event, so it is not necessary to purchase tickets in the one booking, as long as you have booked for the same session for your group.

**I am having technical issues with the ticketing platform. Who can I contact?**

If you are having technical issues with the ticket booking system, please contact our Customer Service team at [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au) to assist.

## PRICING

**How much are the tickets?**

\$40+bf for four food and cocktail tasting experiences, and one signature gin and tonic twist. Additional dishes and cocktails are available for purchase for \$14 each. Note, all sessions are two hours duration.

**Is there a booking fee, if so, how much?**

Yes, there is a booking fee of \$2.79 per ticket.

## VENUE

**How do I get to the venue?**

**SYDNEY**

We recommend you take a taxi, Uber or public transport to drop off and pick up on Hiles Street, near McEvoy Street. It will be a 1 minute walk down Hiles Lane to the venue.

Bus routes 305, 355 and 370 travel down McEvoy St. Bus Routes 309 and 310 travel down nearby Botany Road.

Redfern Train Station is a 15 minute walk away.

For more directions, please visit [Transport NSW](#) or [Google Maps](#)

For non-drinkers who do wish to drive to the venue there is limited street parking on surrounding streets.

**MELBOURNE**

We recommend you take a taxi, Uber or public transport.

Closest light rail stops are Flinders Street - Stop 123, King Street / Flinders Street and Batman Park.

Southern Cross Train Station is a 6 minute walk away.

For more directions, please visit [Public Transport VIC](#) or [Google Maps](#)

For non-drinkers who do wish to drive to the venue there is limited street parking on surrounding streets.

**Does the venue have disabled access?**

**SYDNEY**

The main entrance to the Sydney venue has 1 step, however there is a wheelchair elevator at another entrance. Please contact us at [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au) if you will need this and we can make arrangements with you. The venue has an accessible restroom.

**MELBOURNE**

The main entrance to the Melbourne venue has 2 steps and a second entrance has 1 step to the bar area. Please contact us at [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au) if you need further information and we will assist. The venue has an accessible restroom.

**Is the venue under cover?**

Yes, Project Botanicals is an indoor event.

**Is there parking at the event?**

We recommend you take a taxi, Uber or public transport.

## **CONTACT**

**If you have a question that wasn't answered here, please contact our Customer Service team and they will be able to assist you.**

### **How do I contact the Customer Service team?**

To contact our friendly Customer Service team at [info@projectbotanicals.com.au](mailto:info@projectbotanicals.com.au).

### **When can I contact the Customer Service team?**

9am-5pm Monday to Friday. If you send an email outside of these hours our Customer Service team will respond to your enquiry on the next business day