



## FAQ

### **Where is The Timber Yard? What should I put on invitations?**

351 Plummer Street, Port Melbourne, 3207

### **Can deliveries be sent prior to the event?**

For any queries regarding deliveries or collections pre & post event, please speak to your sales manager for approval.

To organize a delivery please quote the following information:

Attn. Operations team

Event Name:

Contact Number:

Address: 351 Plummer Street Port Melbourne 3207

### **What is the best loading dock address to give to suppliers?**

351 Plummer St, Port Melbourne, 3207, Gate 2

### **What are the measurements of your largest door and smallest door used during bump in/out?**

Our loading gate is approx. 7m wide

Our loading door into the warehouse is approx. 6m x 6m

### **Are there trolleys available for use during bump in?**

No. If you require a trolley for bump in/out you must provide your own.

### **Where is the closest parking for suppliers and clients?**

We can accommodate 10 x supplier / client cars onsite.

All other guests can park on Plummer and or Smith St directly opposite the venue.



## FAQ

**Is there a venue manager available for Bump in/out? What are the costs associated with this?**

There will **always** be a venue manager to assist throughout your event. This is included in our costs.

**Do you have Wi-Fi available for the event?**

We have Wi-Fi available throughout the entire venue!

Please request this information from your event organiser

**Does The Timber Yard have a noise curfew?**

We work with our clients to ensure that there are respectful levels in our Yard. The Warehouse does not have any restrictions.

**Is there air-conditioning or heating available at the site?**

Yes. Being a Melbourne venue, both are available and are included in the hire fee.

**Do you have a preferred supplier for AV/Lighting? Do we have to use your recommended company or are you happy for us to bring in our own?**

Our inhouse AV company is NorWest Group.

**In the rare instance that we have items that need to be left overnight and picked up the next day would this be a possibility?**

Yes, however, any overnight storage will need to be requested with your event manager prior to bump in.

**Are there any restrictions with décor?**

The Timber Yard comes from a place of yes! Our only request is that, to stay true to our heritage, no marks or permanent fixtures are applied to any surface.

**Is there an ability to hang decorations from the ceilings?**

Yes.



## FAQ

**What is the approx. height is the venue ceilings?**

Our ceilings range from 3m – 7m pending space.

**Will the venue be cleaned prior to the event?**

Yes. This is included in your hire fee.

**Do you have bins available on site for us to use? If so, how many? What are the sizes?**

Yes. We have multiple bins for use including a cardboard skip and 3 general waste skips. We will be required to charge fees for the skips to be cleared if they are filled from your event.

**Does security need to be hired from bump in till the end of bump out?**

Yes, Their role is to manage the gate and protect the venue's assets when multiple people are onsite.

**Does the venue have 3-phase circuits?**

Yes and a Generator.

**Are the house lights in the venue dimmable? And can you turn some sections of lights on and some off?**

Yes.

**Are there any usage charges for power or lighting?**

\$850 per day for the generator

**Are there any kitchen facilities onsite for us to use?**

No.