

FAQs – Corporate Events

In order to save you time, please scan through the below frequently asked questions as we may have an answer for you already!

Can I use my own caterer?

Unfortunately not. This is because we have an exclusive on-site event specialist caterer who is contracted for all Food & Beverage. This ensures efficiency as the layout and logistics of our venue is quite unique. They have some set menus which are popular, but can be flexible in customizing a menu to your taste, budget and vision.

Is there a Food & Beverage minimum?

All private events at Riverbanks require a minimum Food & Beverage spend. For daytime events, a minimum of 25 guests per menu is generally accepted. For evening events, it depends on the time of year. For example, a Saturday evening in December would be a minimum of 100 guests at \$45 per person (exc service charge and tax) which is the equivalent of a \$4,500 Food & Drink spend. However, for a Saturday evening in a quiet month like February, we can be a lot more flexible!

What time can my event start and end?

General event windows are 9:00am–5:00pm and 7:00pm–11:00pm, however these can be adjusted. Adding on hours to these windows can also be done for an additional fee.

What does the Facility Rental include?

We make it easy! Your facility rental generally includes in-house tables, chairs, standard linens, set up, clean up and an event manager.

When can we set up for our event?

You may do any 'personal touches' during Riverbanks' scheduled set up window. Alternatively, if we have no other events happening before your own and we have staff on premises, we may be able to arrange a time further in advance. Please discuss options with your event sales representative at time of booking.

Is A/V equipment included?

The Ndoki Lodge is the only space with a built-in PA and sound system. Some other event spaces have background music capability. Please consult with your event sales representative on your AV needs because if Riverbanks does not own it, we can certainly hire equipment for you at great rates!

Do I need to purchase Zoo admission tickets?

During Zoo hours, if your event schedule allows for an opportunity for guests to exit your event space, then admission tickets are required; however, these tickets will be offered at a discounted event rate of just \$7.00 per adult (usually \$13.95).

If some of my guests are Zoo members, do I need to pay their admission?

If you can provide your event sales representative with a valid membership number(s) for each attending guest that is a member, then you don't have to pay admission for those particular guests.

Are there parking fees?

Parking is currently free of charge at Riverbanks.

May I bring in my own vendor(s)?

Yes, although if you do not choose a vendor from Riverbanks' list of 'Preferred Vendors', then you must seek written approval from your event sales representative. Your new vendor must agree to Riverbanks' 'Vendor Procedures' in order to receive such approval or unfortunately they will not be allowed to enter the premises.

Do you offer any discounts?

If your event is at an 'off-peak' time, then we would either be able to offer a discount or some kind of added-value. Alternatively, we have set packages that have discounts built in, for Meetings, Holiday Parties and Exclusive Park Rentals.

Do you host menu tastings?

Our executive chef hosts group tastings twice a year which are free to attend. Alternatively, we can set up a private tasting for a small fee, to cover our catering costs.

Can I tentatively hold a date?

Yes, we will be happy to place a temporary 14-day hold on your date and space(s) and during this time no other parties can hold it. After 14 days, and possibly without notification, we must be fair and accept other offers.

How can I confirm my event?

To confirm your event we require 1.) a signed contract, and 2.) a deposit which is the value of your Facility Rental. If booking less than 3 months out from your event, then your deposit will include some of your catering value too. When we receive both items, your event is firmly secured in our event calendar, and until then we reserve the right to accept other offers for the date and space(s) that you are interested in.