



Frequently Asked Questions.

How long is the cruise?

Our wedding packages are for five hours in duration. Additional time is available and calculated in 1 hour increments and but does not include wait staff nor beverage costs.

Where does the vessel cruise?

Your vessel will depart from Barrack Square, travel west under the Narrows bridge past the Old Swan Brewery and into Matilda Bay.

Our journey takes us past the University of Western Australia and the Royal Perth Yacht Club towards the Raffles Hotel at Canning Bridge, the Captain will then steer her down river before it is time to turn around and return to Perth. The journey follows the same route returning to the city and your guests will enjoy the views of Kings Park, the city skyline and river foreshore.

Can the vessel anchor up?

Yes. Your vessel can stay anchored for your wedding – Matilda Bay is the most popular location as it allows panoramic views back towards the city of Perth and is a relatively private area.

What about stability?

The Crystal Swan has three hulls, one on each side and one in the middle and combined with the massive weight is a very stable boat when cruising.

As with all vessels on the water it will move depending on traffic but any motion is usually very swift and comfortable.

What about guests that may get seasick?

If you have guests that are prone to motion sickness then they will need to take something for the journey. Guests will not suffer from seasickness as the vessel remains on the river at all times.

Where do our guests embark/disembark?

The Crystal Swan departs and returns to Barrack Street Jetties in the Perth CBD. Arrangements may be made for guests to board at the Mends Street Jetty in South Perth although disembarkation at that jetty is subject to timing.

Is there parking nearby?

We recommend parking at the Perth City Council car park opposite the Perth Concert Hall. This car park is open 24 hours a day, seven days a week and is a short 5 minute walk to the jetty.

Can I get married on board?

Yes. The Crystal Swan lower level is the ideal location for a ceremony. There is a fee of \$750 for the on board ceremony which includes one hour access to the vessel, 40 chairs plus a signing table.

Will someone help me organise my wedding?

Yes. We have an experienced wedding coordinator to assist in planning your event. We suggest a visit to us three months prior to discuss the detail including decorations, timing, menus and final costs.

Who will put out my place cards and table gifts?

Our wedding coordinator will organise this for you as well as get in touch with your suppliers regarding access to the vessel on the day. All we require from you is to provide a detailed guests list with seating arrangements. A template document to fill out will be provided.

Who will be on board on the day to organise my reception?

Your wedding coordinator will be onboard at all times to ensure what we promised to be delivered is actually delivered.

The coordinator will help relay your requirements to our chefs, wait staff as well as the DJ and MC to ensure your wedding reception is a smooth and memorable occasion.

Is there a separate menu and price for children and professionals such as DJ's, photographers etc?

Yes. Children from 4 years to 12 years usually require a simpler meal of chicken and chips which is provided at \$35.00 per child. Professionals will enjoy the same meal as your guests and are charged at \$35.00 each. 13 to 17 years of age are charged at the adult rate minus any alcohol component in the price.

Do you cater for special diets?

Yes, your wedding coordinator will enquire early in the planning process if you have any special dietary requirements so that we may be pre prepared; religious, lifestyle and allergies can all be accommodated as long as we are informed.

Can I bring my own music/band/entertainment on board?

Yes. You are welcome to use our in house system, utilise our Ipod dock, arrange a DJ or even book a live band. If you need any suggestions regarding live music we can also assist. It is best check on our system a couple of days before your event.



Do you have preferred suppliers for decorations?

Theming for your reception can be quite simple as the vessel provides an ever changing view as you cruise down the river or some brides require elaborate settings to help mark this special occasion. Your coordinator can provide a list of preferred suppliers and some good advice on who to use depending on your requirements.

Pricing Inclusions

Quotation pricing includes the basic needs for all events; tables, chairs, table cloths, crockery, table napkins, cutlery and glassware as well as the appropriate crew levels and wait staff but does not include items that may be particular to your event.

Capacities

The vessel can comfortably accommodate up to 100 guests on one level for a formal sit down meal (up to 170 guests over both levels) and up to 200 guests for a stand up cocktail style event over both levels.

Can I bring my own table decorations and audio visual on board?

Yes. We recommend you deliver the table decorations, floor plan and place cards the day before and our staff will set the venue to your instructions.

Are any decorative/ party etc items not permitted?

It is not allowed to fix items, confetti/rice is a no-no, unstable center pieces (they must have a solid base) and candles must be enclosed.

Do you have wheel chair access?

Unfortunately no. The Crystal Swan is not wheel chair friendly although events in the past have included the occasional wheel chair bound guest. There are no disabled toilets onboard and the suitability of the vessel remains at the discretion of the guest concerned.

What if it rains? Is windy? Storming?

As we are fully enclosed, rain is no problem but the wind can be an issue due to the box shape of the boat. Marine Safety places a restriction on the vessel departing the Jetty if the winds are 30 knots or stronger although your reception will continue at the Jetty until the winds subside or the function concludes. Unfortunately this can happen and therefore is included in the terms and conditions sent to all clients prior to booking. The Master of the vessel will determine if conditions are safe or unsafe.

Who will look after my guests during the cruise?

We all will, and your wedding coordinator will ensure that the bride and groom as well as guests are happy, and being well looked after. The staff ratio is approximately 1:15 and both bars are operating during the evening. Your coordinator will work with you to accommodate any changes or special needs that you may have during the evening.

What embarkation time should I put on the invitation?

We offer a complimentary 30 minute boarding time and thus recommend that guests arrive 1/2 an hour prior to departure, the Captain may agree to depart after the allocated time but in this case there will be no extension to the cruising times.

What if guests want/need to disembark for any reason during the function?

As our valued client you are welcome to alter the cruising timetable/route but unfortunately water taxis are yet to come to Perth so arrangements need to be in place with the Captain prior to departure to ensure guest satisfaction.

Can I change the menu?

We are very flexible with our menus; so if you wish to make changes we are happy to assist. Changes to the menu may incur additional costs.



Are there a minimum number of guests?

Yes. The minimum number of adult guests for our wedding packages begins at 40. This is the minimum charge. You can have numbers less than the 40 but you must still pay for the minimum charge.

Can I bring my own caterers?

Yes. You are welcome to arrange a professional catering company to provide the food, a galley fee will apply and this fee will be determined by the menu chosen. Food cooked and prepared by a nonregistered outlet will not be permitted.

What about my beverages?

Beverages may be paid for by the following arrangements; cash bar, on consumption or we have two different beverage package options. As we are a licensed venue we do not offer BYO. However on some occasions we do allow the bridal couple to provide some special beverage at a corkage charge per bottle.

Is the food prepared on board? Can I taste the food?

Yes. All menus are prepared and cooked on board in our commercial kitchen although we do not organise food tastings.

Clients can be assured of our food quality by our repeat business and the number of glowing testimonials!

Inspections for my wedding

The vessel is open Monday thru Friday 10 am—3 pm and on Saturdays by appointment. To arrange an inspection call or email and we will set up a time to suit.

What should I do if I want to book a date for my wedding?

If you are happy then there are two options available; pay the deposit at that time or place a tentative hold for your preferred day. A deposit to secure your booking is then due 7 days after the hold is placed. If a deposit is not received then the date is automatically released, follow up contact is not guaranteed.

What happens after I book?

After you have paid the deposit we will send through a receipt and confirmation form with details as known to date.

It is recommended that you visit us some three months prior where we will discuss the arrangements in detail. The Crystal Swan has a three page questionnaire that once completed will be the bible for your event Menus with final numbers are due 2 weeks prior to your reception with the balance due 7 days prior. In the months prior to your reception we will assist you with all the planning, table settings, timings, decorations and suppliers to make your day perfect.

