



Frequently Asked Questions.

How long is the cruise?

Our corporate packages are for three, four or five hours in duration, your choice.

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 event – 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 five minute walk to the jetty.

Will someone help me organise my event?

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

Do you have preferred suppliers for decorations?

Theming for your event can be quite simple as the vessel provides an ever changing view as you cruise down the river or some companies require elaborate settings to help mark special occasions. 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.

What if I have name cards?

Our coordinator will put them out 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 guest list with seating arrangements. A template document to fill out will be provided.

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

Your function 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 to ensure your event is a smooth and memorable occasion.

Do you cater for special diets?

Yes, your function 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.

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.



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.

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

Yes. We recommend you deliver the table decorations, floor plan & name 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, 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 event 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 function coordinator will ensure that the boss as well as your 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 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.

What menus are available?

The Crystal Swan has successfully served the following menus to a wide range of clients, some of whom have returned for a second or third event; breakfast buffet, plated/buffet lunch, afternoon tea, high tea, fork & walk meals, finger food, tapas, formal plated meals and seafood buffet menus.

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.

Is there a minimum number of guests?

Not really, although as we charge an hourly rate for the vessel as well as a fee per person for food and beverages, small numbers can mean a relatively higher cost per head.

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 non-registered outlet will not be permitted.

What about Beverages?

Beverages may be paid for by the following arrangements; cash bar, on consumption or we have two different beverage package options also available. As we are a licensed venue we do not offer BYO. However on some occasions we do allow clients 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 event

The vessel is open Monday thru Friday 10.00am—3.00pm 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 event?

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 seven 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 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 two weeks prior to your event with the balance of the account due seven days prior.

