THE TAILOR
Australian hand-crafted journeys

New Year's Eve on the 'Iluka' – FAQ

Q – Where will I depart from?
A – You will need to make your own way to the Park Hyatt boardwalk (exact location of meeting point will be provided closer to the date), where a luxury water taxi will be waiting to transfer all guests out to Iluka.

Q – What time will I depart?
A – At 7.00pm – you will need to be at the meeting point at least 15 minutes prior as the water taxi cannot (and will not) wait for any latecomers. All guests will be ferried in the one water transfer at the same time.

Q – Do I return to this same location?
A – Yes, the water taxi will transfer all guests from Iluka back to the Park Hyatt boardwalk at approximately 1.00am

Q – Why are we transferring via a water taxi?
A – To ensure Iluka can secure a prime viewing position on Sydney Harbour, The Tailor has arranged for water taxi transfers to ensure the vessel is set up earlier in the day and secure its spot.

Q – Can we transfer to/from the vessel at different times?
A – No. On NYE the harbour is shut down for boat movements between the hours of 8.00pm and 12.30am, so we need to have guests collected and safely on board the vessel between these times. Hence transfers are arranged outside of these times.

Q - Can anyone book this experience?
A - The charter is only open to clients of The Tailor and is limited to a maximum of 12 guests.

Q – Can I book this as a stand-alone activity?
A – This experience is exclusive to guests of The Tailor. Therefore we are only offering to our clients who have booked other comprehensive travel arrangements with us over this 2017 festive period.

Q – Can I book this experience exclusively?
A – Certainly – if no other guests have already booked spots yet! If you are wishing to book this charter exclusively please let your Travel Designer know as soon as possible and they can confirm if other guests are already booked on or not. However, you will need to get in quick and book before any other seats are taken by other The Tailor guests.

Q – Is this experience suited to solo travellers?
A – This is the perfect experience for the solo traveller! You will be on board with a small group of other like-minded guests and will have the opportunity to bring in the New Year in great company.

Q - Is this experience suited to families and is there an age limit?
A – Whilst this experience is suitable for families, it is only available for children 8 years and above. Younger than 8 years are not permitted. Adequate adult supervision is required for all children. Iluka staff do not provide child minding services and children are the responsibility of their parents/guardians.
** Please talk to your travel designer if you wanted to book the vessel exclusively and are travelling with children between the ages of 6-8 years as this may be allowed as long as adequate supervision is provided for children.*

Q – What is included in the price?
A – Return water taxi transfers between the Park Hyatt boardwalk, Iluka vessel charter and hosting between 7.00pm and 1.00am. As well as all food & beverage on the evening.

Q – What will be served on board?
A – All food & beverage is included in your tariff and you will be provided with a selection of beer, premium sparkling, red, & white wines. The menu will be finalised soon and includes a selection substantial canapes, a bbq dinner comprising great seafood, a selection of oysters, sashimi, prawns, Balmain Bugs, salads, chicken & beef.

Q – Will you cater for dietary requirements?
A – We ask that you make your Travel Designer aware of any dietary requirements as soon as possible so that they can ensure you will be catered for on board the vessel. Any specific dietary requirements must be noted no later than 1st December 2017.

Q – Can I wear shoes on board the vessel?
A – There is a strict no shoes policy on board the 'Iluka'. This is to ensure the flooring on the vessel remains undamaged. But if you feel you do need to wear shoes, flat, soft, white soled shoes are acceptable.

Q – Is there an agility/fitness requirement?
A – You will need a reasonable level of agility in order to get from the boardwalk to the water taxi. Depending on the tides on the day, you will likely be required to board the water taxi via an access ladder from the boardwalk – but of course staff will be there to assist.

Q – Will I need to pay a deposit?
A – A 25% non-refundable deposit payment is due at time of booking. The remaining (non-refundable) balance will be due by 30th September 2017. If you book the vessel exclusively a 50% non-refundable deposit is required to secure the vessel, with the (non-refundable) balance due by 30th September 2017.

Please Note: *Whilst we will do our best to ensure the 'Iluka' is located in the best viewing position possible on the harbour (within the charter vessel zone) we cannot guarantee any exact position/vantage point. We also cannot guarantee or be held responsible for the weather on the night. There will be no refund due to unpleasant weather conditions.*

**For full Terms & Conditions, please refer to The Tailor's full Terms and Conditions.*