



THE BOTANICAL BAZAAR

FREQUENTLY ASKED QUESTIONS

WHEN IS THE EVENT?

The Botanical Bazaar will be open from Wednesday 1st November to Sunday 5th November.

WHAT SESSIONS ARE AVAILABLE?

The sessions available each day are as follow:

Wednesday 1st November – 5.30pm – 7.30pm; 8.30pm – 10.30pm

Thursday 2nd November – 5.30pm – 7.30pm; 8.30pm – 10.30pm

Friday 3rd November – 2.30pm – 4.30pm; 5.30pm – 7.30pm; 8.30pm – 10.30pm

Saturday 4th November - 2.30pm – 4.30pm; 5.30pm – 7.30pm; 8.30pm – 10.30pm

Sunday 5th November - 2.30pm – 4.30pm; 5.30pm – 7.30pm

When you book your tickets to The Botanical Bazaar you will be asked to select which session you wish to attend.

Each session is 2 hours and provides you with ample time to enjoy the 2 cocktails and 2 dishes included in your ticket price. You may also purchase additional cocktail and food tokens to redeem for further cocktails and dishes in your 2 hour session – these can be pre-purchased through iTicket or at the event.

The bars and food stalls within the Bazaar will close at the end of the 2 hour session. You will then have 15 minutes to finish your food & cocktail before departing the venue.

WHAT HAPPENS IF I'M LATE FOR MY SESSION?

In order to relax and enjoy your experience we recommend that you arrive on time for your session. If you are more than 1 hour late for your session, please speak to the concierge at the door and they will do their very best to accommodate you.

WHAT TIME DO DOORS OPEN?

The doors will open at the commencement of your session time.

WHAT TIME DO DOORS CLOSE?

The doors will close 15 minutes after the session closing time.

WHERE IS THE EVENT?

The Botanical Bazaar is located at Fresh Factory, 6 Nikau Street, Eden Terrace.

HOW DO I BOOK TICKETS?

To book tickets to The Botanical Bazaar visit botanicalbazaar.co.nz or iticket.co.nz.

HOW MUCH ARE THE TICKETS?

The tickets are \$45 each and include 2 food and 2 cocktail tokens which can be redeemed at the five stalls within the Bazaar. Each stall is inspired by one of the exotic locations Bombay Sapphire hand selects its botanicals from.

IS THERE A BOOKING FEE, IF SO, HOW MUCH?

Yes, there is a booking fee. The booking fee is \$4 per ticket.

HOW CAN I PAY FOR MY TICKETS?

You can pay for your tickets using your credit card or via bank deposit.

WHAT CREDIT CARDS DO YOU ACCEPT?

iTicket accepts payment via VISA, MasterCard, American Express, Q Card (in some circumstance), and by direct credit online (or at your local bank branch). In certain circumstances they are able to accept cheque payments via phone. An additional phone booking fee will be applied to your order in this case. Please contact iTicket Customer Service - support@iticket.co.nz or 0508 iTICKET (484-253)

WHAT DO THE TICKETS INCLUDE?

The ticket includes entry to The Botanical Bazaar and 2 cocktail tokens and 2 food tokens which can be redeemed at the five stalls within the Bazaar. Each stall is inspired by one of the exotic locations Bombay Sapphire hand selects its botanicals from.

DO I NEED TO BUY MULTIPLE TICKETS IF I WANT TO DRINK/EAT MORE THAN WHAT'S INCLUDED IN THE SINGLE TICKET PRICE?

No, you only need to purchase one ticket per person for the event. You may purchase additional cocktail or food tokens either through iTicket or at the event.

HOW DO I RECEIVE MY TICKETS?

When you have completed your booking and payment has been processed your tickets will be emailed to the nominated email address that you provided at the time of booking.

I DIDN'T RECEIVE A CONFIRMATION MESSAGE UPON PURCHASING MY TICKETS. CAN I ASSUME THAT MY BOOKING WAS SUCCESSFUL?

Once you have completed your booking and payment has been processed your tickets will be emailed to the nominated email address that you provided at the time of booking. Please check your email soon after booking your tickets to ensure you have received them. If for any reason you haven't received them, please contact iTicket Customer Service - support@iticket.co.nz or 0508 iTICKET (484-253)

I ACCIDENTALLY ENTERED THE WRONG EMAIL ADDRESS WHEN BOOKING AND HAVE NOT RECEIVED MY TICKETS. WHAT DO I DO?

If you have accidentally entered an incorrect email address, please contact iTicket Customer Service - support@iticket.co.nz or 0508 iTICKET (484-253)

CAN I CHANGE MY TICKET/S TO ANOTHER SESSION?

We may be able to change your ticket/s to another session, however this will depend on availability. Please contact the iTicket Customer Service team on support@iticket.co.nz or 0508 iTICKET (484-253) and they will be able to assist you.

I HAVE LOST MY TICKET/S, WHAT DO I DO?

If you have lost your tickets or can't find the email containing your tickets, please contact the iTicket Customer Service team on support@iticket.co.nz or 0508 iTICKET (484-253) and they will be able to assist you.

ARE THE TICKETS TRANSFERABLE?

Yes they are. If you have booked a ticket under a certain name and this person cannot attend the event please feel free to give your ticket to a friend or family member to enjoy. Simply mention this on arrival at the event.

CAN YOU PURCHASE ADDITIONAL COCKTAILS AND DISHES OVER AND ABOVE WHAT IS INCLUDED IN THE TICKET PRICE?

Yes you can. You may purchase additional cocktail or food tokens either through iTicket or at the event. Additional cocktail and food tokens are \$14 each.

HOW DO I PAY FOR EXTRA COCKTAILS OR DISHES PURCHASED DURING MY SESSION?

You will need to purchase additional cocktail or food tokens from the Token Desk or one of our Bazaar Hosts. We accept payments for tokens via eftpos, cash or credit card on the night.

ARE THERE DRINKS OTHER THAN COCKTAILS AVAILABLE AT THE EVENT?

Yes, a range of Hopt non-alcoholic sodas will be available to purchase at the event.

Filtered water is also supplied to all guests free of charge.

IS THERE ANY OTHER FOOD AVAILABLE OTHER THAN THE DISHES AVAILABLE FROM THE MARKET STALLS?

No, there isn't. Our regionally inspired menu includes 5 exotic dishes crafted with Jamie Johnston and you are guaranteed to find a delicious dish to tempt you.

DO I ALWAYS HAVE TO PURCHASE THE COCKTAIL AND DISH FROM THE SAME REGION/STALL OR CAN I MIX THINGS UP?

No, you are more than welcome to mix the cocktails and dishes if you would prefer.

CAN WE STAY AFTER OUR SESSION FINISHES?

No, The Botanical Bazaar is open during session times only.

HOW DO I GET TO THE VENUE?

If you plan to relax and enjoy your evening we recommend you take a taxi, UBER or public transport. For more information on public transport options, please visit at.govt.nz. Paid parking is available in the carpark located on the corner of Mt Eden Rd and Symonds Street.

Please do not drink and drive.

HOW DO I PAY FOR EXTRA COCKTAILS OR DISHES PURCHASED DURING MY SESSION?

You will need to purchase additional cocktail or food tokens from the Token Desk or one of our Bazaar Hosts. We accept payments for tokens via eftpos, cash or credit card on the night.

WHAT ARE THE SEATING ARRANGEMENTS AT THE EVENT?

The Botanical Bazaar mimics the atmosphere of bustling markets around the globe, so guests can browse and try a taste from each stall. While some shared seating will be available, this will be limited.

IS THERE ENTERTAINMENT AT THE EVENT?

Yes, we will have a number of Auckland's hottest DJs playing at the event for your enjoyment.

I CAN'T ATTEND THE EVENT NOW; CAN I GIVE MY TICKET TO A FRIEND OR FAMILY MEMBER?

Yes you can. If you have booked a ticket under a certain name and this person cannot attend the event please feel free to give your ticket to a friend or family member to enjoy. Simply mention this to the staff on the door on arrival to the event.

I BOOKED MULTIPLE TICKETS FOR THE EVENT BUT PUT ALL OF THE TICKETS UNDER MY NAME, WILL THIS BE A PROBLEM WHEN MY FRIENDS AND I GET TO THE DOOR?

No, it will not. Simply mention this to the staff on the door on arrival to the event.

I BOOKED MULTIPLE TICKETS UNDER DIFFERENT NAMES AND SOME OF THESE PEOPLE ARE NOW UNABLE TO ATTEND; DO I NEED TO CHANGE THE NAMES OF THE TICKETS?

No, you do not. Simply mention this to the staff on the door on arrival to the event.

I BOOKED TICKETS BUT CAN'T ATTEND THE EVENT NOW; CAN I GET A REFUND?

As per the ticket terms and conditions, unfortunately we cannot offer a refund once tickets have been purchased. If for any reason you can no longer attend the event, please feel free to give your ticket/s to a friend or family member to enjoy. Simply mention this to the staff on the door on arrival to the event.

I ACCIDENTALLY DOUBLE-BOOKED TICKETS; CAN I GET A REFUND?

As per the ticket terms and conditions, unfortunately we cannot offer a refund once tickets have been purchased. Please feel free to give your ticket/s to a friend or family member to enjoy. Simply mention this to the staff on the door on arrival to the event.

I BOOKED MULTIPLE TICKETS BUT WAS ONLY EMAILED ONE TICKET, WHAT DO I DO?

If you purchase multiple tickets in one booking all of your tickets will be emailed to you in one PDF document with multiple pages. You will not receive individual emails or PDF documents for every ticket booked.

WHAT IS THE MAXIMUM NUMBER OF TICKETS THAT I CAN PURCHASE IN ONE BOOKING?

There is a maximum limit of 10 tickets per booking. If your group is larger than 10 people, simply process a second booking. Alternatively, if you would like to make a corporate booking at The Botanical Bazaar for a large group, please send an email to bombaysapphire@lab5experience.com outlining your request and contact details and we will contact you to discuss your requirements.

THE BOOKING WEBSITE SAYS A PARTICULAR SESSION IS “SOLD OUT”, IS THERE ANY WAY TO GET TICKETS FOR THIS SESSION?

Once a seating session is sold out unfortunately tickets are no longer available for this seating session. We recommend that you book early to avoid disappointment. We would hate you to miss out!

IS THERE A WAITING LIST FOR SESSIONS THAT HAVE ‘SOLD OUT’?

Once a seating session is sold out unfortunately tickets are no longer available for this seating session and we do not have a waiting list. We recommend that you book early to avoid disappointment.

WHAT TIME SHOULD WE ARRIVE AT THE EVENT?

In order to relax and enjoy your experience we recommend that you arrive on time for your session.

I HAVE SPECIAL DIETARY REQUIREMENTS, WHAT SHOULD I DO?

Our menu will identify which dishes are able to be adapted to be vegetarian, gluten free and/or dairy free. If you have any other special dietary requirements please speak to one of the serving staff and they will do their very best to accommodate your request. Please be aware that we are unable to guarantee that dishes do not contain traces of nuts, as all dishes are prepared in the same kitchen.

DOES THE VENUE HAVE DISABLED ACCESS?

Yes it does. Simply mention this requirement to staff on arrival and they will be able to assist you.

IS THE VENUE UNDER COVER?

Yes, The Botanical Bazaar is an indoor event however one of the five stalls is located in the garden area outside. In the event of inclement weather shelter will be provided outside or the stall will be moved to the internal area of the venue.

IS THERE PARKING AT THE EVENT?

Yes, there is paid parking available in the carpark located on the corner of Mt Eden Rd and Symonds Street.

I AM UNDER 18 YEARS OF AGE, CAN I ATTEND THE EVENT?

The Botanical Bazaar is a licensed bar serving alcoholic beverages and therefore anyone under the age of 18 years will not be admitted.

DO I NEED TO BRING ANY ID?

Yes, we recommend you bring your ID with you.

DO I NEED TO BRING A PRINTOUT OF THE TICKET?

Yes, we recommend that you bring either a printed copy of your ticket or alternatively the email or ticket on your phone.

CAN I BRING CHILDREN TO THE EVENT?

The Botanical Bazaar is a licensed bar serving alcoholic beverages and therefore children are not able to attend this event.

IS THERE A DRESS CODE?

There is no set dress code for The Botanical Bazaar, but we recommend smart casual attire.

CAN I MAKE A CORPORATE BOOKING AT THIS EVENT?

If you are interested in making a corporate booking at The Botanical Bazaar for a large group, please send an email to bombaysapphire@lab5experience.com outlining your request and contact details and we will contact you to discuss your requirements.

CAN I MAKE A GROUP BOOKING AT THIS EVENT?

Yes you can. There is a maximum limit of 10 tickets per booking. If your group is larger than 10 people, simply process a second booking. Alternatively, if you would like to make a corporate booking at The Botanical Bazaar for a large group, please send an email to bombaysapphire@lab5experience.com outlining your request and contact details and we will contact you to discuss your requirements.

WHAT HAPPENS WITH ANY PHOTOS OR VIDEOS THAT MIGHT BE TAKEN OF ME WHILST I AM AT THE EVENT?

We may have a professional photographer or videographer at the event on a certain night. If this is the case there will be signs in the venue advising you of this. Photographs and video footage taken at the event may be used in future for promotional purposes.

I AM HAVING TECHNICAL ISSUES WITH THE TICKETING PLATFORM. WHO CAN I CONTACT?

If you are having technical issues with the ticket booking system, please contact the iTicket Customer Service team on support@iticket.co.nz or 0508 iTICKET (484-253) and they will be able to assist you.

If you have a question that wasn't answered here, please contact bombaysapphire@lab5experience.com and they will be able to assist you.