

Function Room Hire - FAQs



Frequently Asked Questions (FAQs)

What are my options for paying for my guests?

There are only **two** payment options for your booking. **No modifications can be made to these payment options.**

1. Pay all

There will be a fee of \$8.90 per person (over 12 months of age) charged. We will keep a tally of your guests. Account must be settled at the office by 2pm on the day of your function. This option requires that **all guests** are to be paid for. We do not offer any modifications to this payment option.

2. Pay Individually

Please advise your guests that entry to Myuna Farm will cost \$10.00 per person (over 12 months of age), \$8.75 per person on concession, \$39.00 for a family of four or \$31.00 concession family (all 4 must be on a valid concession card). This option requires that **all guests** must pay for themselves. We do not offer any modifications to this payment option.

Payment may be made via EFTPOS or cash, but we do not offer cash out.

Please note that regardless of which payment option you choose, every party guest needs to check in with us at the front office on their way into the farm.

Can I pay for ONLY kids? Or can I pay for just one child and one adult?

No, we only offer two payment options, listed above. We do not offer any modifications to these payment options.

What is the minimum number of guests I can have?

Each of our areas has a set minimum capacity, **see table below**.

The minimum capacity is the minimum number of guests that must attend the function to hire the given space.

If the number of guests is lower than the required minimum, the difference in entry cost must be paid by the party host at reception by 2 pm on the day

Area of the event.	Minimum guests required to book	Seating for
The Stables	30 Guests	60 Guests
The Aviary	30 Guests	60 Guests
Buffalo Hut	15 Guests	30 Guests
The Silo Room	30 Guests	50 Guests
River Gum Room	30 Guests	50 Guests
Pioneer Shed	50 guests	100 Guests
Signal Box	25 Guests	40 Guests
Pavilion	70 Guests (Payment is Pay All Only)	400 Guests

What is the process for cancelling bookings?

For all bookings cancelled, 100% of the booking fee will be retained. To cancel, please send an email to the Myuna Farm team (myunafarm@casey.vic.gov.au)

All bookings made for The Pavilion that are cancelled more than six (6) weeks prior to the booked hire date, \$39.50 only of the booking fee will be retained as a cancellation fee. Any money paid above this cancellation fee will be refunded.

If a booking is cancelled due to inclement weather, it will be treated as a standard cancellation.

Can I reschedule my booking?

You can reschedule your booking up to 1 year in advance of the original booking at no extra cost. Please contact us to rebook.

How long do I get the function room for?

The area is booked for use between 10am and 3pm. Please ensure the function areas are **vacated by 3pm** so that the Myuna Farm team have time to prepare for the next day.

Can I arrive early to set up?

If you have booked a function space on a weekend, you will have access from 9.30am for time to set-up before we open. Weekend party host admission (and up to 4 helpers) is from 9.30am. Please park your vehicle in the carpark and make your way to the front office to check-in with our staff. We have trolleys available for you to bring goods from your vehicle to your reserved area. Party guests can begin to enter from 10AM via the queuing systems.

Can I set up the day before?

We do not allow party hosts to set up in the rooms the day before their booking.

Can I book a party activity?

We have a range of additional party activities you can purchase for you and your guests.

These must be organised and paid for separately prior to your function. Booking well in advance is recommended to avoid disappointment, as there are a limited number of activities run per day over the weekend.

Please call Myuna Farm on [03 9709 9944](tel:0397099944) for more information or to enquire about booking an activity.

- Duration: 30 minutes
- Cost (non-refundable): \$94.60
- Available time slots: 11.30 am and 1.30 pm
- Excludes weekdays during school holidays and public holidays.
- Guest must provide required allergen information of guests eg. milk, hay or any animals

How does the animal feeding work?

On entry, your guests will get one feedbag between 4 people to share. Additional feedbags are \$1 each. All animals that are **outside** can be fed EXCEPT ponies, horses, donkeys and pigs.

Does the room come with tables and chairs? Can I move them?

Yes, each function room comes with tables and chairs. Please see [our website](#) for more information about what each room comes with. You may move tables and chairs, as long as they remain inside the function room and are returned to their original position at the end of the day.

Can my guests hire wheelchairs?

We do not offer wheelchair hire at present.

Can my party guests skip the queue?

No. Please ensure all of your guests check-in with staff before they enter the farm. Staff will welcome guests, tally guest attendance, provide them with feed bags and direct them to your party space.

Can I bring my car into the farm?

No. Unauthorised vehicles are not permitted to enter the farm. All function rooms are within ~100 m of office check-in. Please use the provided trolleys to bring equipment and decorations into the farm.

*For Pavillion bookings, please speak to our admin staff regarding vendor strict entry and exit times.

Can I bring a Jumping Castle and/or External Vendors?

Any external vendor/contractor or service provider that you want to engage for your event at Myuna Farm will need to be discussed with Myuna Farm Booking Staff (Monday- Friday only during open hours).

The contractor will need to get in contact with Myuna Farm Booking staff to discuss logistic for your event at least 7 days prior to your booked date.

The only party room that can accommodate a jumping castle is the pavilion. If you intend to have a jumping castle for your event, please note you are required to email a copy of the current certificate of insurance from the company at least one week prior to the date. Failure to provide this will result in the company being declined access to the site. **The jumping castle provider will only be able to access the farm with a vehicle from 9:30AM, the vehicle cannot be moving around the farm during our opening hours (10AM-4PM) so their vehicle must either stay in the pavilion or be removed before 10AM. The jumping castle provider may come on foot to deflate the jumping castle any time during the day, but the vehicle cannot enter again until 4PM and must leave by 4:30PM. These same rules apply for any other external vendors using the Pavilion.**

Unless the external vendor is setting up in the Pavilion, we do not allow vehicle access for external vendors – they will need use the provided trolleys to bring equipment into the farm.

Can I bring alcohol to Myuna Farm?

In accordance with the City of Casey's Policies and Local Laws, alcohol is not permitted in open spaces at Myuna Farm. You may bring alcohol to be kept within your function space only.

Can I smoke/vape at Myuna Farm?

Smoking/vaping is not permitted in council buildings or within 10 meters of the playground or doorways. We please ask guests to utilise the car park for smoking.

Can I bring electrical equipment?

Any **electrical equipment must be tagged and tested** by a qualified electrician before you are permitted to use it at Myuna Farm.

Can I get catering?

Party hosts are welcome to bring their own food and use the amenities available in their room or gazebo (BBQs, microwave or pie-warmers may be available).

For outside catering, please contact our admin team (Monday-Friday, 8AM-4:30PM) to discuss.

Non-electrical alternative cooking equipment (e.g. bain maries, cooker hobs, cook tops etc.) is strictly not permitted in any of the function spaces except for the Pavillion. If you would like to use such equipment in the Pavillion, please contact our admin team.

For onsite catering enquiries, please visit [Food Styling/Cafe Eats](#). Cafe Eats is an independent business that operates the cafe at Myuna Farm.

How do I use the pie warmers?

There is a pie warmer instruction manual attached to your booking confirmation email. The pie warmers are suited for heating up food from thawed or keeping already cooked food hot. They take a significant amount of time to cook food from frozen, so we do not recommend trying to use them to cook frozen food.

When do train and pony rides operate? Can I buy ride tickets for my guests?

Train and pony rides operate from 11am - 3pm daily. Pony rides will cease to run if the temperature reaches 33°C. Ride tickets can be purchased from the office for \$3.60 each. If you have chosen the 'Pay All' option then you can pick up tickets from our office staff and return left over tickets when you finalise your payment by 2pm.

Please note that there is a maximum height for our pony riders and height limits can change frequently based on recommendations from our animal health & wellbeing team. Therefore, we cannot guarantee that every child that visits Myuna Farm will be able to ride a pony.

We do not allow parties to "reserve" the pony rides or train rides for themselves – they operate on a first come first served basis for everyone at the farm.

Do ride tickets ever sell out?

Yes, on busy days (especially weekends, public holidays and school holidays with nice weather) our ride tickets may sell out. To avoid missing out, please purchase ride tickets early in the day.

What should I bring to my party? Can I put up decorations? How do I get my decorations into the room?

You may want to consider bringing candles, matches, tablecloths, decorations and BBQ utensils.

Yes, you may put up decorations, but **PLEASE only attach party decorations to provided picture rails or hanging points. Any damage to the room may incur a maintenance fee to rectify damage.**

Any **electrical equipment must be tagged and tested** by a qualified electrician before you are permitted to use it at Myuna Farm.

Please note that unauthorised vehicles are not permitted to enter the farm. Please use the designated trolleys out the front of the farm to cart your goods to your room. Alternatively, you can bring your own trolley or wagon.

What do I do with my rubbish?

All belongings, decorations and rubbish must be removed by 3pm. Bins and cleaning equipment provided.

Can I bring balloons?

You may bring balloons, but they must stay within your function room at all times. Loose balloons can become a scare risk and choking risk for our animals, as well as causing pollution of the local environment.

Myuna Farm educates visitors and school students about waste, and we would like party hosts to think about how much rubbish they create and where it goes. When planning your party please consider the impact your party decorations will have on the environment. For more information about balloons visit <https://www.zoo.org.au/get-involved/act-for-wildlife/balloons>.



Can I use the TV's in the Silo Room/River Gum Room?

Yes, these TV's can be used. However, you must have a device that has a HDMI connection. We provide the HDMI cables, but you must provide a device with a HDMI port and/or an adapter for HDMI. There is no wireless connection or bluetooth alternative. If your device needs to be plugged into a charging port, please ensure your device's charger has been tagged and tested.

What happens if the weather is bad?

Myuna Farm generally runs as normal no matter the weather, unless a Catastrophic Day is declared (see below). However, if the weather is 33 degrees or above, we do not run pony rides for the welfare of our ponies. We do not offer booking fee refunds for weather-related cancellations, unless it is declared a Catastrophic Day (see below).

What happens if it is declared a "Catastrophic Day"?

If a Catastrophic Day is declared, Myuna Farm may be CLOSED to the public for safety reasons. We will endeavour to notify any guests that are hosting parties on that day

as soon as possible. If your party is cancelled for this reason your Booking Fee will be reimbursed in full or can be used at another time.