

Frequently Asked Questions

However, if your enquiry is not answered here please feel free to call us on 8362 2116 or email functions@kenttownhotel.com.au and we will be happy to help.

What is the Churrasco?

Churrasco is a Spanish and Portuguese term that refers to the grilling of meat. A Churrascaria or Churrasco Grill is where big swords of meat are cooked over hot coals and then passadores (meat carving wait staff) move about the restaurant slicing these meats directly onto your plate. The Jungle Restaurant is the only Churrascaria in South Australia so you will be experiencing something unique.

How does the Churrasco work?

For set prices per head you can experience either a one, two or three course Churrasco menu. With a one course Churrasco menu you will receive 8 different meats cooked over hot coals and carved straight onto your plate by our Passadores (meat carvers) as well as accompanying side dishes including bread, salad, vegetables, salt and pepper squid and Brazilian Rice. With a two course Churrasco menu you may select either the SA Starter Share Plate (min. 2 guests) to begin with or an individual Dessert Plate to finish as well as receiving all of the Churrasco meats and accompaniments. With a three course Churrasco menu you experience the SA Starter Share Plate, the Churrasco meats, accompaniments and the Dessert Plate. Once all of the meats have been served you are welcome to ask the Passadores to return with any of the meats you would like to have again.

Do you only serve Churrasco or do you have an alternative menu?

We do have an alternative A La Carte menu running from Sundays through to Fridays as well as Saturday lunch. Please note on Saturday nights the Churrasco menu is the only menu available. To ensure that all guests eat together we do ask that all adult diners at a table select the same menu (either A La Carte or Churrasco).

Do all guests at the table have to have the Churrasco or can some people have the A La Carte menu?

To ensure that all guests eat together we ask that all adult diners on a table select the same menu (either the Churrasco or A La Carte). We do ask that you inform us of your menu selection prior to your booking where possible. To ensure we maximise our service to you, bookings over 20 guests are only eligible to dine on the Churrasco menu. Please note the Churrasco menu is the only menu on offer on Saturday nights.

Do all guests have to have the same number of Churrasco courses?

No. For bookings up to 20 guests, you can have different courses although you need to be mindful that those not selecting the SA Starter Share Plate to start, will have to wait until those that have finished before the meat carvers will begin their service to the table. Groups over 20 people must dine on our Churrasco menu and be on the same course selections.

What if I have a large group?

Bookings up to 450 guests can be accommodated in the Jungle. Groups over 20 people must dine on our Churrasco menu and be on the same course selections. We have two mezzanine floors that overlook the restaurant that can seat up to 100 people each. Large boardroom style tables can be provided for up to 24 guests on these mezzanine floors depending on availability. Group bookings over 30 guests will qualify for our Churrasco function menu and will have their meats carved by our chefs in the kitchen and presented to the table as a banquet. Our famous marinated and chargrilled pineapple will still be carved at the table for guests to experience a touch of the real Churrasco.

Can large groups order from the A La Carte menu in the Jungle?

We only offer the Jungle A La Carte menu for groups up to 19 guests. All bookings of 20 and over must order the Churrasco menu and be on the same course selections. Alternatively, there is a large group bistro style menu available in the Crafty Monkey Bar.

Is the Churrasco menu available only in the Jungle Restaurant?

Yes it is. The Crafty Monkey Bar and Rooftop on Rundle have different menus.

Can I get the Crafty Monkey or Rooftop menu in the Jungle or other areas?

Unfortunately, not. Each area has its own menu. Schnitzels are only available in the Crafty Monkey Bar and Bistro.

I would like to book a Treehouse, how do I go about this?

We have four individual Treehouses located in the Jungle Restaurant. They are great for any event from hens/bucks nights, birthdays to work parties however they are separate from each other. The Treehouses seat a minimum of 10 adults and a maximum of 12 people. A minimum of 10 adults must dine on our three course Churrasco menu which includes the SA Starter Share Plate, the 8 Churrasco meats and accompaniments and the individual Dessert Plate. A \$150 deposit is required to secure a booking which is credited to your table account at the conclusion of your meal. Deposit payments can be made between 10am and 6pm by phone with a credit card, in person by cash or card or via electronic funds transfer. Until a deposit is received your booking is only tentative and will remain on our wait list.

Can I book for a private or semi-private party?

Yes you can book a semi private area in one of our Tree Houses, on one of our Jungle Restaurant mezzanine floors or in a section of our Jungle Restaurant for a seated function depending on your number of guests. Semi-private, non-exclusive cocktail style functions can be accommodated in our Crafty Monkey or Rooftop Bar areas. Alternatively if you would prefer something completely private we have 3 separate function rooms to offer. Discuss the various options with our function coordinators on 8326 2116 .

Is the Kent Town Hotel open on Public Holidays and special event days?

Yes we are open every day except Good Friday. There is a 10% public holiday surcharge on all food and beverage purchases throughout the hotel. In the Jungle Restaurant we only offer our Churrasco menu.

Are children allowed in all areas? Do you have a children's menu?

We are a family friendly venue and welcome children but they must keep their footwear on and be under parental supervision at all times especially when using the slides. All slide users do so at their own risk. All minors must vacate the premises by midnight. In the Jungle Restaurant children can participate in the Churrasco swords and accompaniments for \$2 per year of age (5 to 16 years). Additionally, starters and/or desserts can be added at an extra cost. There are children's menus available in the Jungle Restaurant and Crafty Monkey Bistro.

Can we use the slide in the Jungle Restaurant if we dine in the Crafty Monkey Bar or on the Rooftop?

The slide in the Jungle Restaurant is only for Jungle guests. On the days the Rooftop Bar is open (Friday nights, Saturdays and Sundays) there is a slide that goes from the Rooftop down to the entrance of the Crafty Monkey. Children must keep their footwear on and be supervised at all times. All slide users do so at their own risk.

Can adults use the slides?

Yes. Please note all slide users do so at their own risk.

Can I book the Rooftop for a function/private function?

Yes you can. Minimum spends apply depending on the day and time of year. Call one of our friendly function staff to discuss your requirements on 8362 2116.

Can I make a booking and not eat?

We expect all guests booked for to dine on one of our in house or function menus. We appreciate a heads up for big groups coming in just for drinks however we cannot reserve a particular space.

Do I need to pay a deposit?

Bookings of 10 and up to 29 guests (including seats reserved for children) as well as all bookings on special event days (Mother's Day, Valentines Day etc.) are required to provide a credit card number to secure a reservation anywhere in our hotel.

Bookings over 30 guests or in our private rooms require a \$15pp deposit to be paid to make a reservation together with a signed function booking form. Until a deposit is received a booking is only tentative and will remain on our wait list. Deposit payments can be made between 10am and 6pm by phone or in person with a credit card, cash or via electronic funds transfer.

If I provide my credit card details will there be a charge? What is a no show fee?

If your booking is for under 30 guests, we do not process any charge to the credit card number supplied at the time of booking. Final numbers for your booking must be confirmed 24hrs prior. Should you turn up with less than the number of guests we have listed in our system then you may be liable for a no show fee of \$15 per person which may be charged to the card supplied. Should you not turn up for a booking at all without advising us by phone or email and receive confirmation from us then the card supplied may be charged at a rate of \$15 for each guest that was booked in.

When am I required to pay for upfront for a function or large group?

For seated functions over 50 guests in our Jungle Restaurant and all private function room bookings we require final numbers, dietary requirements and full package payment at least one week prior to the event. All cocktail food in all areas must be ordered and paid for at least a week prior to your event. All drink packages and tabs must be paid for in advance. Credit card details must be supplied prior to the start of any large event for incidentals.

What specials do you have?

See our website for more details.

What Beers and Ciders do you have on Tap?

We have over 30 craft beers and ciders on Tap that change regularly.

Do you have Trivia?

Yes every Tuesday night at 7.30pm in Crafty Monkey Bar. Enjoy a two for one 200g Chicken or Beef Schnitzel each Tuesday as well.

Do you do split bills? Can we pay separately?

In the Jungle Restaurant we do not offer a split bill facility. There will be one account per table issued. We encourage large groups to bring cash to contribute to the table account or we have an ATM on site. Depending on your table location and size of your group, you may be able to go to the Jungle or Rooftop Bar to order and pay for your drinks separately. If dining in the Crafty Bar or Rooftop you can pay and order at the counter separately.

Do you allow wine to be brought in to the venue?

Yes you can bring in a bottle of special wine (aged or international) that you could not find on our extensive wine list with prior arrangement. There is a corkage fee of \$20 and limited to one bottle per table unless arranged with the venue manager.

Do you cater for dietary Requirements?

Yes we do on all A La Carte menus as well as the Churrasco Menu. We have a Vegetarian Churrasco option and 80% of the Churrasco menu is Gluten Free. When making your booking please advise us of any dietary requirements or allergies and we encourage you to reiterate these requirements to your waiter. Regretfully, we may not be able to cater for dietary requirements advised to us on the day for large group bookings.

Do you allow cakes and decorations to be brought in to the venue?

Yes you are welcome to bring your own cake into the venue. There is a cakeage fee of \$2 per person which includes the cutting and plating of the cake which will be served to guests on individual plates. For cocktail functions we recommend serving the cake on one large platter that we can serve with napkins for your guests. Alternatively you can purchase a cake through us - we offer a wide variety with gluten free options. When a cake is purchased through us, the cakeage fee is waived.

Guests are able to bring in decorations and certain equipment only after confirmation with management. Under no circumstances are you allowed to bring in confetti, table scatters or a smoke machine.

Are you open Christmas Day?

Yes for lunch only in the Jungle Restaurant. A Christmas version of the Churrasco menu will be on offer. Menu and price will be advertised closer to the date. Bookings and pre-payment are essential.

Do you offer accommodation?

Unfortunately we do not have any accommodation facilities.

Is there on site car parking?

Yes we have 66 car parks underneath the hotel (enter from Rundle Street). Alternatively in the evenings there is ample street parking available.

Do you have disabled facilities?

Yes – disabled access is provided to all areas of the hotel. A disabled toilet is located on ground floor. A lift is also available from the underground car park to all levels of the hotel.

Do you have baby change facilities?

Yes – a baby change table and is located on the ground floor in the disabled toilet area.