



Can I cancel or change my booking once I have made it?

You can make changes to your reservations via the email confirmation you receive when you book in. We include a link to modify or cancel the reservation from there. If you did not receive a confirmation from us, please email reservations@fratellifresh.com.au with the details (location, name, booking date and time) and we will make sure the reservation is confirmed.

What to do if I am running late?

We will hold your table if you are running late for a maximum of 20 minutes without hearing from you. You can modify your reservation online to start later or the venue will call you to see if you are still attending.

Do you have any gluten free items?

Yes, we have zucchini noodles as a pasta substitute and gluten free pizza bases. The pizza bases are unfortunately not suitable for coeliac diets due to the cooking environment. We will take every precaution for guests who are coeliac and those with allergies who dine with us, however we cannot be responsible for traces of allergens present in the dishes. Please notify our staff prior to ordering.

What are your vegan options?

Lemon linguine is a vegan option. Vegetarian pizza options all be substituted with vegan cheese and we can offer our salads without cheese. Please notify our staff prior to ordering.

Are you Halal?

Our kitchens are not Halal Certified, we recommend guests dine vegetarian.

Do I need to book a table for Festa Italiana Package \$79pp?

We always recommend booking a table to guarantee your spot. You can do so online through our website; you can request this special menu during the booking process. Please note, if you choose this option, all guests on the table must dine from this package.

Can you accommodate Vegans/Vegetarians/Gluten Free on the Festa Italiana Package?

Yes, we will modify our package offerings to cater to those who have allergies or dietary preferences. We can also offer a food only version (for those who do not drink alcohol) with no drinks priced at \$50pp.

How does your Kids Eat Free program work?

One child aged 12 or under can eat for free from the children's menu when an adult orders a main meal from the a la carte menu. The Kids Eat Free program is available every day. See the children's menu and full terms and conditions on the What's On page of our website.

Do you have highchairs?

Yes, we provide highchairs on request at all our venues. Please include highchairs and prams in guest count when making a reservation to ensure your table is big enough to accommodate.

Are you BYO?

Our venues are all fully licensed with an excellent and affordable selection of wines, beers, cocktails, and other alcoholic drinks. We do not offer a BYO option.

What do you do for Birthdays?

Please let us know if you are celebrating a special occasion! Feel free to bring a cake with you to any of our venues as we do not charge fees. We can organise some sparklers or candles in our famous Banoffee Pie as well upon request. Small table decorations are also permitted to be brought to the venue.

Which of your venues allow dogs?

Darling Harbour, Manly, Entertainment Quarter allow furry friends in their outdoor spaces.

Do your venues have disabled access?

Yes, all our Fratelli Fresh venues are easily accessible for guests with limited mobility and wheelchairs.

Do you do split bills?

We use a mobile phone ordering system called ME&U at all our venues. This allows for all guests to pay and order separately as they go from the table. You can download the app while at the venue or use the web version as a guest and all your receipts are emailed to you. Please note this is not available for our packages on offer, only dining from the a la carte menus.

Do you book for large parties?

Reservations are available on our website for up to 30 guests. We accept large party enquiries online via the form on our website, as a request via the booking widget, or you can send us an email on reservations@fratellifresh.com.au