



2021 Wedding Policies and Frequently Asked Questions.....

WEDDING CEREMONY & RECEPTION:

What are the sizes of your ceremony & reception spaces and how many can they accommodate?

We have a variety of spaces available for your Wedding Ceremony and Reception. Below are the ideal maximum capacities for each venue:

Banff Rocky Mountain Resort

Grey Wolf Room – 120 buffet/136 plated Timber Wolf Room – 80 buffet /96 plated

Moose Hotel & Suites

Canoe Room - 120 buffet/136 plated Darch Hospitality Suite – 16 buffet or plated

Banff Caribou Lodge & Spa

Woodlands Room – 48 plated only Tundra Room – 24 plated only

Banff Ptarmigan Inn

Atrium – 80 – buffet only Sundance Room – 48 – buffet / 56 plated

Do you offer Wedding Packages?

Yes. Wedding Packages are available at each of the above hotels. Below is a brief outline of what is included in the wedding packages:

BANFF ROCKY MOUNTAIN RESORT

Outdoor Ceremony

- Rental Fee for use of Pine Meadows for 3 hours
- White Folding Resin Chairs
- Wedding Day access to ceremony venue for decorating from 9am-12noon
- Wedding Arch (ready for you to decorate)
- Small table and two chairs for signing, including linen

Indoor Reception

- Dinner Buffet and Gratuities
- Late Night Pizza Buffet and Gratuities
- Rental Fee for use of large newly renovated Banquet Room for 6 hours
- Round or Rectangular Banquet Tables with 85” White Table Linen
- Cake Table, DJ Table, Gift and/or Place Card Table
- White Dinner Napkins
- China, Cutlery & Glassware
- Banquet Chairs with Black Stretch Chair Covers
- Dance Floor – Built in
- Wedding Day access to reception venue from 9am-12noon for decorating
- The services of One Bartender
- SOCAN & ReSound Fees
- Cake Plating Fees





MOOSE HOTEL & SUITES

Wedding Reception

- Dinner Buffet and Gratuities
- Late Night Pizza Buffet and Gratuities
- Rental Fee for use of our large Canoe Banquet Room for 6 hours
- Round or Rectangular Banquet Tables with 85" White Table Linen
- Cake Table, DJ Table and Gift and/or Place Card Table
- White Dinner Napkins
- China, Cutlery & Glassware
- Banquet Chairs
- Dance Floor – Built in
- Wedding Day access to reception venue from 9am – 12noon for decorating
- The services of One Bartender
- SOCAN & ReSound Fees
- Cake Plating Fees

BANFF CARIBOU LODGE & SPA

Indoor Ceremony

- Rental Fee for use of the Tundra Room for 3 hours
- Banquet Chairs for guests and head table of eight.
- Small table and two chairs for signing, including linen
- Wedding Day access to ceremony venue for decorating from 9am-12noon

Indoor Reception

- Plated Dinner Service and Gratuities
- Rental Fee for the use of our Woodlands Room for 6 hours
- Round or Rectangular Tables with 85" White Table Linen
- Cake Table and Gift or Place Card Table
- White Dinner Napkins
- Banquet Chairs for guests and head table of eight.
- Cork Flooring – perfect for dancing
- SOCAN & ReSound Fees
- Cake Plating Fees
- Wedding Day access to reception venue from 9am-12noon for decorating
- The services of One Bartender

BANFF PTARMIGAN INN

Indoor Ceremony

- Rental Fee for use of the Atrium for 3 hours
- Banquet Chairs for guests and head table of eight.
- Small table and two chairs for signing, including linen
- Wedding Day access to ceremony venue for decorating from 9am-12noon





Indoor Reception

- Dinner Buffet and Gratuities
- Late Night Pizza Buffet and Gratuities
- Rental Fee for use of our Atrium Banquet Room for 6 hours
- Round or Rectangular Tables with 85” White Table Linen
- Cake Table and Gift or Place Card Table
- White Dinner Napkins
- Banquet Chairs for guests and head table of eight.
- SOCAN & ReSound Fees
- Cake/Cupcake Plating Fee
- Wedding Day access to reception venue from 9am-12noon for decorating
- The services of One Bartender

What is NOT included in the Wedding Packages?

- All alcoholic beverage services, unless otherwise noted
- Wedding Cake
- Rehearsal time
- Décor
- Wedding Planning Services
- Band, Music, Photo Booth, etc.
- Additional Bartenders
- Bride & Groom and Guest Accommodations
- Place Cards
 - The Wedding party is responsible for putting place cards at each place setting. For plated dinner service each place card must be color coded to reflect that individual’s entrée choice. This will expedite service and ensure food is served hot.
- Table numbers, Table menus, Table centres & Signage
 - These items must be provided by the Wedding Party and must be presented to the Food & Beverage Manager of the Hotel a minimum of 12 hours prior to the start of your celebration.

The hotels have a limited selection of décor items available at very reasonable rental rates – see attached document.

Can we access the venue for planning, measuring etc.?

We welcome the opportunity to show you and/or provide access to our facilities. To ensure that access, we ask you make an appointment prior, as our venues are very busy throughout the year.

Can decorations be set up the night before?

Decorations can be placed in the banquet room the day of the wedding from 9am – 12noon. Should you require the venue the evening before for decorating, a rental fee of \$300.00 plus GST will apply. Access to the banquet room prior to the wedding day is subject to availability and cannot be confirmed until 72 hours prior. Décor must be removed from the reception banquet room by 10am the day after the wedding. The use of confetti, sparkles, glitter, thumbtacks, nails, scotch tape and staples are not to be used in any banquet room.





Will the hotel set up the decorations for us?

For an additional fee of \$600.00 + GST the hotel will set up your chair covers, chair ties, table runners and head & cake table simple skirting the night prior to the wedding. All Décor must be delivered to the hotel a minimum of 2 full days prior to wedding day. A complete list of décor must be reviewed and signed off on by the Food & Beverage Manger of the Hotel prior to décor set up. The venue will be available to you from 9am – 12noon on the day of the Wedding to give you time to add your personal, final touches, such as candles, table centres, flowers, etc. Décor must be removed from the reception banquet room by 10am the day after the wedding. The venue is not responsible for any lost, stolen, damaged, mysterious disappearance or shortage disclosed in inventory of décor items during or following the event. Client will be liable for any damages that may incur as a consequence of the actions of client, or any of client's guests at full market value.

Would the hotel take care of the dismantling of the décor after the wedding?

For an additional fee of \$300.00 + GST the hotel will dismantle your décor and set it aside for pick up on the following morning. Décor must be removed from the reception banquet room by 10am the day after the wedding.

Can we toss confetti, bird seed or flower petals at the ceremony?

We are in a National Park and hence environmentally friendly. It is against the rules of the National Park to feed the animals, including birds, so birdseed is not acceptable. The tossing of any items (flower petals – real or fake, etc.) inside or outside of our venues will result in additional cleaning charge. We suggest going green and using bubbles!

How long can the reception last?

Banff Rocky Mountain Resort & Inns of Banff – Midnight (Times may be extended with prior approval from the Hotel General Manager at an additional charge of \$150.00 per hour. Maximum until 2:00am/ last drink call at 1:30am.)

Banff Caribou Lodge & Spa– 11pm (Times may not be extended out of respect for guests in nearby guestrooms.)

Banff Ptarmigan Inn – 11pm (Times may not be extended out of respect for guests in nearby guestrooms.)

Moose Hotel & Suites – 1am (Times may be extended with prior approval from the Hotel General Manager and at \$150.00 per hour. Maximum until 2:00am/ last drink call at 1:30am.)

Do you provide an Emcee?

The hotel will not provide an Emcee. We suggest a family member, close friend, band leader or DJ to Emcee the event.

Do you have a microphone or can we rent audio equipment?

Audio visual equipment is available at each of our hotels through an exclusive arrangement with our supplier. Rental & set up fees do apply. Banff Rocky Mountain Resort and the Moose Hotel & Suites have built in Sound Systems which can accommodate an iPhone, iPad and microphone. Your Sales & Catering Coordinator can assist with rates.

Can I have things delivered and stored at the hotel prior to the wedding?

Storage of goods shipped prior to the event is subject to prior arrangements and space availability. Our hotels are not responsible for damages to or loss of any articles left in the hotel, prior to, during or following any function by the customer or guest.

Who provides and arranges the flowers?





There are a number of fine floral shops in Banff or you are welcome to bring your own flowers. The Venue can only accept delivery of such items on the day of the wedding. Please let us know what to expect, when and from whom.

Are we allowed to bring in candles?

Dripless candles placed in your own containers are permitted on the guest tables. The wick must be 2 inches below the rim of the container.

Who will set up the cake, gifts, guestbook, and registry tables?

We will provide and set up these tables with linen tablecloths according to your floor plan.

Is there a rehearsal time prior to my wedding day?

Your venue rental does not include a rehearsal time. Rehearsal times are on a space availability basis. Please discuss your rehearsal time requests with your Sales & Catering Coordinator. We are happy to assist with your Rehearsal Dinner/Reception/BBQ. Our Wild Bill's Legendary Saloon is a fun place for a rehearsal dinner/party. Your Sales & Catering Coordinator can also offer other suggestions.

Will any staff be on site to oversee the ceremony / reception?

The Food & Beverage Manager of the venue will be on hand prior and during your event to ensure the set-up is accurate and all goes well. This person will be your primary point of contact during the event.

Can we have a dance floor? Yes, the following venues have dance floors for your use.

Banff Rocky Mountain Resort	Grey Wolf Room & Timber Wolf Room	Built-in
Banff Rocky Mountain Resort	White Wolf Room	No Dance floor provided
Moose Hotel & Suites	Canoe Room	Built-in
Banff Ptarmigan Inn	Atrium	Built-in
Banff Caribou Lodge & Spa	Woodlands Room & Tundra Room	All Cork Flooring – perfect for dancing

How do I confirm my venue dates and times?

Once you have confirmed your dates and venue of choice, your Sales & Catering Coordinator will send you an event contract and will hold the venue space for one week while you review the contract.

What is SOCAN FEE?

By law, groups using music must be charged a surcharge from SOCAN (Society of Composers, Authors & Music Publishers of Canada) which will be added to your final invoice. The rate is based on the venue you are booking. Please inquire accordingly.

What is a Re:SOUND FEE?

Re:Sound is a Canadian not-for-profit music licensing company dedicated to obtaining fair compensation for artists and record companies for their performance rights. Use of Music to Accompany Live Events was certified by the Copyright Board of Canada on May 26, 2012. Hence, by law, groups using music must be charged a surcharge which will be added to your final invoice. The rate is based on the venue you are booking. Please inquire accordingly.

What about damage charges?





Any damages caused by the use of these items will result in a charge to the Master Account / convener. Should damages occur in a function room or guestroom due to the negligence of members of the wedding group, an assessment for damages will be added to the Master Account/ convener bill upon departure.

GUESTROOM ACCOMMODATIONS:

Will you provide discounted guestroom rates for my guests?

Yes. We will provide special discounted guestroom rates to your guests in each of our hotels. The exceptions to this would be over the Christmas/New Year's Holiday period and during long weekends. Your guests will be able to choose between a wide variety of hotels & room types that best suit their individual needs.

To receive discounted rates, all bookings must be made a minimum of 45 days prior to your celebration. Thereafter reservations may be subject to rate increase. All bookings are based on availability at time of booking. No Discounts are available during long weekends. Minimum night stay requirements may apply.

If your Wedding Reception Celebration is being held in any one of the venues of The Banff Lodging Company - We offer 15% off our Web Sell Rate in June, July, August & September and 20% off our Web Sell Rate in January, February, March, April, May, October, November and early December. There are no discounts offered during long weekends or Christmas/ New Year's Week.

If your Wedding Reception Celebration is being held in any location outside The Banff Lodging Company - We offer **10% off** our Web Sell Guestroom Rates. There are no discounts offered during long weekends or Christmas/ New Year's Week.

Our guestroom rates are based on single or double occupancy unless otherwise noted. Additional guests in excess of standard occupancy will be charged \$20.00 per person per night. Up to a maximum of two children, 16 years of age and under may occupy the same room as their parents free of charge. All rates are subject to 2% TIF, 4% Tourism Levy and 5% GST. (Calculated at 11.2% on the room rate) All rates are net, non-commissionable.

Your guests can choose from:

Banff Caribou Lodge & Spa	Banff Ptarmigan Inn	Hidden Ridge Resort
Tunnel Mountain Resort	Fox Hotel & Suites	Moose Hotel & Suites
Red Carpet Inn	Irwin's Mountain Inn	Rundlestone Lodge
The Dorothy Motel	Banff Rocky Mountain Resort	

To have a closer look at the hotels please visit our website at www.bestofbanff.com

Can guestrooms be blocked at a specific hotel for our wedding date(s)?

With over 1200 hotel rooms in the Town of Banff, blocking guestrooms and fussing with booking and cut off dates is not necessary, hence no guestroom block will be held. We make it easy for your guests to book in any of our hotels by calling our Toll Free Reservation Line, so they can choose from several different hotels which offer a wide variety of different accommodation types (hotel rooms, suites, condos, etc) and customize their stay according to their individual needs. If your wedding is being held in the high summer season, it is important to encourage your guests to book their guestroom accommodations soon after your contract is finalized. We highly recommend sending hotel information to your guests along with your 'Save the Date' notifications. All guestroom bookings can be cancelled up to 72 hours prior to arrival without penalty. Again, no guestrooms will be blocked.

Can I book multiple guestrooms for my guests?





A maximum of three guestrooms can be booked using the same name and credit card. Three room reservation booking are subject to a deposit in the amount of the first night room rate plus tax. This deposit is fully refundable should the reservations be cancelled prior to 72 hour before arrival.

*****Special Note*****

If the wedding ceremony is scheduled before 6:00pm, it is strongly suggested that the immediate wedding party be registered in the hotel the evening prior, as we cannot guarantee occupancy of guestrooms prior to 4:00pm.

Where do my guests park?

Complimentary parking is available at all of our venues for those staying overnight in our hotels. All other guests must use alternate parking.

FOOD & BEVERAGE:

Where can I find the menus of the included meals?

Your Sales & Catering Coordinator can provide you with menus for the venue of your event.

Are menu prices guaranteed?

Due to the fluctuation of the price of food, all prices are subject to change without due notice, however, the hotel will guarantee prices sixty (60) days prior to the function. Our venues offer 50% off buffet dinners for children 5-12 years of age. For Plated Dinner Service, children 5-12 years can order of the Kid's menu at time of seating.

Can we bring in our own food and/or Wedding Cake?

Due to licensing, health regulations and insurance requirements, all food and non-alcoholic beverages served must be supplied and prepared by the hotel. In addition, no remaining food or beverage may be removed from the premises.

We will make an exception for Wedding Cakes/Cupcakes. There will be a \$1.50 per person, plus 18% Gratuity and 5% GST plating fee billed to your Master Account. The cake/cupcakes can only be delivered the day of the event and must be in a proper bakery box or similar. Our Food & Beverage department will assume no responsibility for the cake/cupcakes. Details of the delivery of such items must be arranged in advance. We highly recommend the Bride & Groom bring their own cake knife & server.

What about the included Bartender Fee?

The service of one Bartender is included in all our wedding packages. The number of bartenders needed for each wedding is determined by the number of guests. Your Catering Sales Coordinator will discuss this with you at time of booking.

What kind of Bar Services to you offer?

Host Bar - Hotel provides all alcohol. All drinks are billed to the Master Account at Host Bar prices. Host Bar prices are subject to 18% gratuity and 5% GST.

Cash Bar - Hotel provides the alcohol. Guests pay bartenders cash for drinks. Credit cards will not be accepted. All drinks are paid upon consumption by the individual guest at Cash Bar Prices. Cash Bar Prices include 5% GST. Gratuities are at the discretion of the guest. A minimum in bar sales is required.

Cash Bar with Drink Tickets - Hotel provides the alcohol. Hotel will also provide a member of your party with drink ticket who will distribute them to your guests. Guests present the drink tickets to the bartender. Bartender





records the price of the drink purchased with the drink ticket, which is then billed to the Master Account at Host Bar Prices, plus 18% gratuity and 5% GST. Once drink tickets are gone, guests pay bartenders cash for drinks at Cash Bar prices. Credit cards will not be accepted. GST of 5% is included in Cash Bar prices. Gratuities for Cash Bar items are at the discretion of the guest.

A minimum in bar sales is required.

White Bar - Hotel provides all alcohol. All Wine, Beer & Signature Cocktail(s) are billed to the Master Account at Host Bar prices. Host Bar prices are subject to 18% gratuity and 5% GST. Guests pay bartender for all other drinks at Cash Bar prices. Cash Bar prices include 5% GST. Gratuities are at the discretion of the guest. A minimum in bar sales is required.

Loonie/Toonie Bar - All drinks are billed to the Master Account at Host Bar prices. Host Bar prices are subject to 18% gratuity and 5% GST. Individual guests pay \$1.00/\$2.00 cash per drink to the Bartender. All collected funds are tallied at the end of the evening and deducted from the total Host Bar sales invoice. A representative of the Bride & Groom can collect \$2.00 with the sale of drink tickets. The hotel will provide the movie theatre-type tickets. Personalized drink tickets can be used provided a sample is submitted to the Food & Beverage Manager upon arrival. The Bride & Groom must provide their own cash box and change. All monies collected go directly to the Bride & Groom. Hotel personnel will not touch any monies collected. A reconciliation of charges will not be made available.

Honour Bar - The most recent trend is an **Honour Bar** whereby the hotel provides the alcohol at Cash Bar prices and billed to the Master Account. A tasteful Honour Jar and frame with a catchy phrase like '*Share the Love; Donate to our Bar Fund*' or '*Help us Honeymoon in Hawaii*' is set up beside the bar to collect your guest's contributions. All collected funds belong to the Bride & Groom at the end of the reception. We continue to be amazed to learn from our Brides & Grooms of the success of Honour Bars.

How can I keep my liquor costs down?

In light of society's attention to responsible drinking, it is easier than ever to keep your liquor costs on budget. Today, it is not only acceptable, but expected to ask your guests to pay for at least some alcoholic beverages. It is our experience; most Brides & Grooms like to treat their guests to a cocktail or two. Offering a specialty **Signature Cocktail** to your guests is a great cash-saving trick and a stylish way to start a celebration.

Creating and naming your own signature cocktail to reflect your personalities adds that personal touch. Your Sales & Catering Coordinator can provide you with a menu of Signature Cocktails for your venue. Feel free to rename them if you like. Our Food & Beverage Managers would welcome the opportunity to work with you on creating one of your own to wow your guests. Providing wine on the tables with dinner and a cash bar for the duration of the event is also cost efficient.

How can I determine how much liquor or wine to budget for?

Every event is different as all guests are different, but as a guideline, figure on the following:

- 2 drinks per person for the first hour of the reception. 1 drink per person for every hour thereafter.
- ½ bottle of wine per person with dinner.
- 1/3 bottle of wine per person with lunch.
- 1 bottle of wine pours 5 glasses.
- 1 bottle of sparkling wine or champagne pours 6 champagne flutes.

What is my Sales & Catering Coordinator's role?





Your Sales & Catering Coordinator can assist with only things related to the hotel – Banquet Room, Hotel Ceremony Site, Guestrooms, Hotel, Rehearsal Dinner and Food & Beverage arrangements. Should your special day require intricate planning, we can suggest several outstanding professional Wedding Planners that are familiar with our facilities.

Fourteen (14) days prior to arrival your Sales & Catering Coordinator will pass your wedding file onto the Hotel Food & Beverage Manager. From this point forward only the Hotel Food & Beverage Manager of the hotel can address any changes or answer any further questions you may have. You can look forward to the Food & Beverage Manager contacting you to discuss your event and setting up a

face to face meeting upon your arrival at the hotel. The Hotel Food & Beverage Manager will be your contact during your event. We might suggest identifying someone in your wedding party or family to be your liaison with the Hotel Food & Beverage Manager, so you can relax and enjoy your special day. It would be most helpful if this person could accompany you in the face to face meeting.

What are your food & beverage policies?

Banquet Food & Beverage Guest Count Cancellation Policy: Food & Beverage will be charged according to the guaranteed number of guests or on consumption, whichever is greater. If no guaranteed number is provided, the estimated attendance on the final signed contract will serve as the guarantee. A 20% reduction in the original contracted guest count can be made without penalty up to **Twenty One (21) days prior** to the event. Further reductions made within **Twenty One (21) days prior** to the event will result in the full charge of anticipated food revenue.

- **Banquet & Meeting Menu Choices** - Final menu selections must be submitted a minimum of **Forty-Five (45) days prior** to the event.
- **Seating Chart** - Final seating chart must be submitted a minimum of **Thirty (30) days prior** to the event.
- **Floor Plan** - Final floor plan must be signed and returned with **Thirty (30) days prior** to arrival.
- **Banquet Event Order** - All functions will receive a BEO outlining all event food & beverage services, which must be signed and returned with **Thirty (30) days prior** to arrival.

When are deposits and final payments due?

The Venue requires a non-refundable deposit in the amount of **\$1,500.00**, which the Venue must receive with the signing of our contract in order to guarantee a hold on the space. A secondary deposit of **\$1,500.00 is due on 60 days prior** to the celebration. If the deposits are not received, the Venue will no longer be required to continue to hold the space requested. **Full payment is due a minimum of 21 days prior** to the event with payment for any additional charges incurred during the event due by 11:00 am the following day.

Where do I find information on BANFF NATIONAL PARK?

Your event takes place in **Banff National Park**, the heart of the Rocky Mountain Parks World Heritage Site. Please use this link <http://www.pc.gc.ca/pn-np/ab/banff/index.aspx> to the Parks Canada website for information about Banff National Park attractions, activities, services, wildlife and safety. Banff National Park has much more to offer than 'just' fresh air and world-class scenery – we hope you will enjoy the park's cultural treasures and discover its natural wonders.

What do I need to be aware of when holding my wedding in Banff National Park?





We are very fortunate to be able to hold events such as yours in such a pristine, picturesque environment as Banff National Park. Along with the wild nature and grand beauty of this natural mountain environment, comes the possibility that some events may be have to altered, delayed or postponed by Parks Canada to protect 'sensitive wildlife' in the park. Parks Canada works closely with all venues in the Park to inform guests of any such occasions.

March 10, 2020

