

FAQ's





Décor FAQ

Can we access the venue for planning?

Absolutely, we just ask that you make an appointment prior so we can make sure the space is available for you.

Can I have items delivered and stored prior to the wedding?

Storage of goods shipped prior to the event is subject to prior arrangements and space availability. The venue is not responsible for any lost, stolen, or damaged items.

When can we set up our décor?

You will have access to the banquet room the day of the wedding from 9.00am – 12.00pm. If 72 hours prior to your wedding the venue is available then you can rent the space for \$300 +GST to set up your décor. All décor must be removed from the banquet room by 09.00am the day after the wedding.

Can the venue set up and remove our decorations?

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. 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 09.00am the day after the wedding. The venue is not responsible for any lost, stolen, or damaged items.

What décor items are permitted by the venue?

Flowers · You are welcome to bring flowers and they can be delivered to the hotel on the day of the wedding only.

Non Drip 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.

Centerpieces · Centrepieces can be provided and set-up by the wedding party.

Hanging Items · Provided no damage is caused to walls or light fixtures, installation is permitted and can be undertaken by the wedding party. Please let us know in advance what you have in mind.

What is not permitted?

The use of confetti, sparkles, glitter, bird seed or alike are not permitted in or outside the venue. The use of regular candles, nails, thumbtacks, scotch tape or staples are not to be used in any banquet room. 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.



On your Wedding Day FAQ

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.

How long can the reception last?

Until Midnight. Times may be extended with prior approval from the Hotel General Manager at an additional charge of \$150.00 per hour. The maximum is until 2:00am, with the 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.

Who is my onsite contact person?

Fourteen days prior to arrival your Sales and Catering Coordinator will transfer your wedding file to the Food & Beverage Manager of the venue. From this time onwards, the Food & Beverage manager will be your primary contact and will be on hand the day of to ensure all venue goes well.

Can our dog or cat be part of our wedding?

Yes, for an outdoor ceremony only. Some of our guestrooms are pet-friendly too and the pet-friendly room must be requested at time of booking to guarantee a pet room. A pet fee of \$25.00 + GST applies per pet, per night. We do ask that your pets are not left unattended in the room. If you need doggy day care or a pet hotel, Veronica's Dog Daycare in the Banff Industrial Compound can help.



Food & Beverage FAQ

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 6-12 years of age.

Can we bring our own food 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. A Cake Plating fee is already included in your package. 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 Wedding Couple bring their own cake knife & server.

Do you allow Candy Bars?

Yes; the wedding couple are to provide all the jars, tongs and bags for the candy.

Can I bring personalized bottles of liquor for wedding favours?

Yes; however the gift must be given as a gift as your guests leave your wedding reception. All liquor provided at the event is supplied by the hotel only.

What about the included Bartender Fee?

The service of one Bartender is included in all our wedding packages. Additional Bartenders are \$175.00 + GST. The number of bartenders needed for each wedding is determined by the number of guests.



Miscellaneous FAQ

What extra costs and arrangements should I factor in?

- Alcoholic Beverages
- Wedding Cake
- Overnight Accommodations
- Rehearsal Times
- Décor and Flowers
- Additional Bartenders
- Place Cards – Required for plated service
- Table Numbers
- Entertainment
- AV requirements

What is a 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.

Can we access the venue for planning?

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.

What is my Sales & Catering Coordinator's role?

Your sales and catering coordinator is here to assist with all venue related queries and arrangements including banquet room, hotel ceremony site, guestrooms, hotel, rehearsal dinner and food & beverage arrangements. Should you require extra assistance in scheduling your day, arranging décor, finding vendors, or generally planning all the intricacies of your special day we can suggest several outstanding professional wedding planners that are familiar with our facilities.

Guidelines & Conditions





Deposit & Final Payments

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.

Catering & Event Arrangement Deadlines

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.

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 Order	All functions will receive a Banquet Event Order outlining all event food & beverage services, which must be signed and returned with Thirty (30) days prior to arrival
Final Count	Final Guaranteed Guest Counts are due Twenty One (21) days prior to your wedding
Catering	Individual Entrée Choices (If a plated menu is chosen) are due Twenty One (21) days prior to your wedding, along with a seating chart indicating specific plated orders. Couple is to provide colour coded place cards or place cards with a symbol indicating choice.

Cancellation Policy

Should it be necessary to cancel your wedding for any reason, the Venue will suffer damages. Wedding Couple agrees to pay the Venue, at the time of cancellation, a liquidated damages fee, as follows:

- Cancellation received more than Sixty (60) days but less than Ninety (90) days prior to arrival date, a cancellation fee equal to 50% of the total anticipated event revenue.
- Cancellations received less than Sixty (60) days prior to arrival date, a cancellation fee equal to 100% of anticipated event revenue.

All cancellations must be received and confirmed in writing to the Groups Department by email to events@bestofbanff.com

Force Majeure

The performance of this Agreement by either party is subject to acts of God, government (Including Covid-19 Imposed Event Restrictions), authority, disaster, or other emergencies, any of which make illegal or impossible to provide the facilities and/or services for your event. It is provided that this Agreement may be terminated for any one or more of such reasons by written notice from one party to the other without liability.