

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 in the morning of your wedding day. Evening prior access is possible at a cost of \$300, based on availability and confirmed 30 days prior to your wedding date. All décor must be removed from the banquet room by 9:00am on the day after the wedding.

Can the venue set up and remove our decorations?

For an additional fee of \$600 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 Two (2) full days prior to wedding day.

For an additional fee of \$300 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 9:00am 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 venue 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 a minimum of 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 if hanging décor is permitted and can be undertaken by the wedding party. Please let us know in advance what you have in mind.
Tableware · You may bring in your own tableware, including speciality cutlery, glassware and charger plates. The hotel is not responsible for loss, damage or cleaning of these items.

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 candle sticks, 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 per hour. The maximum is until 2:00am, with the last drink call at 1:30am.

Do you provide an Emcee?

The venue 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 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 applies per pet, per night. We do ask that your pets are not left unattended in the room.



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 venue will guarantee prices Thirty (30) days prior to the event.

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 wedding favours must be given upon guest departure from your wedding reception. All liquor provided for the event is supplied by the venue only.

What about the included Bartender Fee?

The service of one bartender is included in some of our wedding packages. Additional bartenders are \$175. The number of bartenders needed for each wedding is determined by the number of guests.



Miscellaneous FAQ

How much will my wedding cost?

The cost of your event will depend on the ceremony package, reception package, food & beverage selections, final numbers, or any other additions you choose to add. Expect your initial cost estimate to fluctuate both up until Twenty-One (21) days prior to arrival once all information and details are finalised and after the event for any charges based on consumption.

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 enquire accordingly.

Do I need to hire a DJ?

There is a sound system in the Grey Wolf & Timber Wolf Rooms, and White Wolf Suite, which are recommended for speeches or ambient background music only. For dancing we suggest renting your own speaker or hiring a DJ.

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, ceremony space (if available at the venue), guestrooms, rehearsal dinner, and food & beverage arrangements. Should you require extra assistance planning your wedding, such as arranging décor or finding vendors, we can suggest several outstanding professional wedding planners that are familiar with our facilities.