

LAGO CUSTOM EVENTS

FAQ

DO YOU REQUIRE A MINIMUM SPEND?

Yes, there are minimum spend requirements for each space, the day of the week, and the time of year. All minimums are to be met before tax and service fees.

The minimum spend for April-December for Fridays and Sunday is \$20,000 for all spaces.
The minimum spend for April-December for Saturdays is \$25,000 for all spaces.

The minimum spend for Friday and Sunday for January, February and March is \$15,000
The minimum spend for Saturday for January, February and March is \$20,000

Minimum spends are not inclusive of room rental fees, tax or service charge.

DO YOU HAVE RENTAL FEES FOR YOUR SPACES?

The Penthouse has a \$1,000 rental fee. The EY lobby has a \$3,500 rental fee. If the ceremony is moved from the Penthouse to the EY lobby the \$1,000 ceremony fee remains. The Riviera Ballroom has a \$1,000 rental fee when used for a reception. The North Pad has a \$500.00 rental fee for cocktail hour. The tent has a \$3,500 rental fee.

WHAT GOES TOWARDS YOUR MINIMUM SPEND?

All items secured by Lago Custom Events such as food, beverage, lighting, sounds, AV, & decor rentals.

WHAT DOES NOT GO TOWARDS YOUR MINIMUM SPEND?

Labor such as your bartender fee, room rental fees, hotel rooms, valet, security.

IS ADDITIONAL SECURITY REQUIRED?

Additional security is not required unless the Penthouse is used for a cocktail hour or if EY security is moved from the desk due to staging.

DOES THE HOTEL OFFER DISCOUNT GROUP RATES?

Lago Custom Events and the Aloft hotel are two separate companies who work on the same property. Amanda Taylor is the Director of Sales and would be able to assist in answering any questions pertaining to the hotel. She can be reached at amanda.taylor@aloftclevelanddowntown.com or at 216-400-6473.

IS THERE A FEE FOR PARKING?

Yes, valet is \$15.00 / vehicle for transient guests. If you choose to cover the cost of your guests parking they do offer a rate of \$12.00 which would be billed to the group post event. There are other self-parking options in the area which range in pricing. There is also an attached garage at \$12.00 / vehicle.

DO YOU OFFER A BRIDAL SUITE?

Yes, however the Aloft Hotel does not have any room suites. We can reserve the Tactic Room which is located in the hotel lobby. This space is large enough to accommodate a group of 10-15 guests. The Tactic Room is available as early as 8am and can be used until 3:30pm. All food and beverage is required to be ordered through Lago. If outside food or beverage is brought in there is a \$500.00 fee which will be billed to the card on file.

IS THERE A CAKE CUTTING FEE IF WE BRING IN AN OUTSIDE CAKE?

The only package which does not include a cake is the Off-Peak. If you choose to bring in a cake with any package, Lago does not deduct the cake price from your package. There is a cake cutting fee of \$1.50 / person for outside cake. Lago does not provide boxes or take home containers.

ARE WE PERMITTED TO BRING IN OUTSIDE DESSERTS?

Select vendors are allowed depending on what they provide and they must be contracted through Lago.

IS THERE A TIME WE CAN TRY THE FOOD?

Yes, we do host a food tasting 6 months out from your contracted date. We do suggest dining in Lago if you wish to try some of the Chef's food prior to your tasting.

WHAT IF SOME OF OUR GUESTS ARE VEGAN OR GLUTEN FREE?

Lago can accommodate food allergies or dietary restrictions. Please see vegetarian/vegan/gluten free menu in the wedding packages.

WHAT IS A DUET ENTRÉE?

A duet entree is one entrée with two 4oz. proteins on the same plate.

ARE WE ABLE TO PROVIDE OUR OWN LATE NIGHT FOOD?

No, we do not permit any outside food and beverage on property.

IS THERE AN ADDITIONAL COST FOR COCKTAIL HOUR?

No, the package includes either a 4 or 5-hour bar which starts with cocktail hour.

CAN WE CLOSE THE BAR TO EXTEND OUR RECEPTION?

If you would like to add an additional hour it is \$15.00/person per hour.

WHEN USING THE EY LOBBY CAN WE MOVE THE SECURITY DESK?

No, unfortunately the desk cannot be moved. However, we can build a stage over it, put a DJ inside of it, or pipe and drape around it. When building a stage over the security desk or putting the DJ inside of the desk there is a security fee of \$25/hour. This is because security needs to be moved to an auxiliary location.

CAN WE MAKE THE DESK A BAR?

No, the desk cannot be turned into a bar due to equipment.

HOW DO WE RESERVE A DATE?

A signed contract with a deposit of 10% of your minimum spend will reserve your date. Final balance is due 10 days prior to your contracted date.

ARE WE ABLE TO RENT ITEMS OUTSIDE OF USING LAGO?

Lago Custom Events is responsible for handling any and all rental items directly with the vendor. The vendors brought on property that do not require Lago's approval are ie. (DJ or band, florist, photographer and videographer)

WHAT TIME CAN WE ACCESS THE SPACE?

Reception spaces are available after 12pm on event day.

WHAT TIME CAN VENDORS LOAD IN?

Vendors are permitted on site after 12pm

HOW SHOULD I LIST THE VENUE ON MY INVITATIONS?

_____ (reception space) at Lago Custom Events. 1091 West 10th Street, Cleveland, Ohio
(The Veranda, The Riviera Ballroom, The EY Lobby, The Penthouse)

WHAT CLEAN UP FEES MIGHT I INCUR POST EVENT?

Sparkler, confetti (not permitted), flower petals, glitter, small beads or diamonds.

AM I RESPONSIBLE FOR CLEANING UP THESE ITEMS?

Details must be disclosed before event. If you choose to clean up yourself it must be cleaned up within 1 hour of completion of event (i.e. ceremony clean up must be done right after ceremony)

WHAT IS THE 22% SERVICE CHARGE?

This charge covers all event staff working the day of your event as well as the set-up, tear down and overseeing of any and all rentals that Lago has rented in for your event. The service fee does not act as gratuity.

SHOULD I TIP MY EVENT PLANNER?

Tips are not required but definitely appreciated. Please use your discretion on if you would like to tip your event planner based on their service provided over the course of your booking.