



## FREQUENTLY ASKED QUESTIONS

### AVAILABILITY & LOGISTICS

How many guests can the venue accommodate?

Our Century Ballroom can accommodate up to 400 guests, taking into account space for a dance floor. Additionally, our exquisite 4,000 square foot pre-function space is included with all Ballroom rentals. With floor to ceiling windows and gorgeous views, it is the perfect place for cocktail receptions and more.

Can I hold my ceremony here, too? Is there an additional charge?

Yes. We have a variety of indoor and outdoor options available.

How many weddings or events do you host on one day?

We will only host one wedding reception in our Century Ballroom per day.

How many hours are included in the rental of the space? Is there an overtime fee?

Standard reception reservations are for up to 5 hours, plus 2 hours prior for vendor set up.

Should you require additional time, please coordinate with your planning manager.

Do you have liability insurance?

Yes

Is the site handicap accessible?

Yes. Our entire property meets ADA standards.

How many bathrooms are there?

There are dedicated bathrooms directly outside the entrance to the Century Ballroom.



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### AVAILABILITY & LOGISTICS

Is parking available on-site? How many spaces are there? Will guests be charged for parking? Convenient parking is available in Gene Stallings Boulevard Garage which is connected to the Hotel via covered walkway. The garage has over 1,200 spaces. Parking is available as a cost to guests of approximately \$2 per hour. Should you wish to cover parking charges, that can be arranged with your planning manager.

Are taxis/rideshares easily accessible from the venue?

Yes. Guests can arrange for pick up and drop off at the main entrance as needed.

If a shuttle service is needed, can you assist with setting it up?

Yes. Your planning manager will be happy to assist.

Do you have your own sound equipment and speakers, or will those need to be rented or provided by the entertainment?

Your entertainment will need to bring in all their own audio visual. Should you require additional audio visual or need to supplement, our on-site audio-visual manager will coordinate with you to accommodate those needs. Additional charges will apply.

Are there "getting ready" rooms available on-site?

Our Hospitality Suites offer the perfect location for getting ready. Ask your planning manager for details, including custom catering options.



## FREQUENTLY ASKED QUESTIONS

### HOTEL ACCOMMODATIONS

What overnight accommodations do you provide?

Comfort and luxury coexist in our traditional guest rooms. Our AAA Four-Diamond rated 250 spacious College Station hotel rooms each feature either a king bed or two cozy queen beds.

Rooms include both a comfy chaise lounge and a contemporary work space. Freshen up in our modern bathrooms, take advantage of our in-room refreshment centers with a mini refrigerator, or kick back as your favorite channel plays across the room's smart TV.

With all wedding receptions, we offer discounted wedding room blocks for your guests. A personalized group link makes it easy for your guests to make their plans.

Do you offer a complimentary room or upgrade for the newlyweds?

All wedding receptions will include a complimentary suite for the newlyweds complete with champagne and chocolate covered strawberry amenity.



## FREQUENTLY ASKED QUESTIONS

### BUDGET

Is there a rental fee or food and beverage minimum?

Venues with in-house caterers often have a food and beverage minimum in lieu of a rental fee that you're required to meet as part of the contract—essentially a minimum amount you need to spend. Each of our spaces have their own food and beverage minimum.

What are the tax and service/gratuitty charges?

All charges are subject to 8.25% sales tax and 22% service charge.

What are the rates for different days of the week and times (Friday, Saturday, Sunday; morning, afternoon, evening)? What about different seasons?

We can certainly work with you to offer dynamic pricing during high need dates and times of the year if your date is flexible.

How much is the deposit and when is it due? Is it refundable?

A deposit equal to 25% of the food and beverage minimum is due with the signed contract. This deposit can be paid online via our Sertifi platform.

How do you structure the payment schedule?

Your planning manager will work with you on a payment schedule that meets your needs with final guarantee and payment due 72 business hours prior to arrival. All payments can be made via our online Sertifi platform.





## FREQUENTLY ASKED QUESTIONS

### VENDORS & SET UP

Can we choose our own vendors, or do you have a preferred or exclusive vendor list?

You are welcome to bring in your own vendors. We just ask that vendors adhere to the schedule and décor restrictions as agreed upon between you and your planning manager.

Pro tip: We have a list of recommended vendors. A vendor who is familiar with your venue will already know the quirks and challenges of the space, which will make your planning process that much easier.

Is there a coordinator on staff? Who will be my main contact?

You will work with a planning manager to finalize contract details, diagram, schedule of events and finalize event orders. Their role is to oversee the execution of your food and beverage service and other hotel package inclusions. Should you require a dedicated coordinator for the day to oversee vendors, manage the bridal party and other items outside of the Hotel, we recommend hiring a professional coordinator. Your planning manager is happy to provide a list of recommendations in the area.

Can the venue accommodate a DJ or live band?

We can accommodate either. For additional power needs or audio-visual support, you will be connected with our in-house audio-visual team. Additional charges will apply.

Do you provide a coat check service?

We can offer coat check for guests. Additional staffing charges will apply.

What time can my vendors start setting up on the day of the wedding?

With our standard reception package provides for a 5-hour reception window plus set up 2 hours prior. Should you require additional time, please ask your planning manager about availability.



## FREQUENTLY ASKED QUESTIONS

### VENDORS & SET UP

Will your staff be involved in setting up and breaking down the decor? In what capacity? Our staff will oversee the set up and break down of all tables, chairs, flatware, glassware and linen. For any of these items that are rented, our team will help to package those for pick up at the end of the night. All other set up and breakdown will be the responsibility of your vendors and times can be coordinated with your planning manager.

### FOOD & BEVERAGE

Do you have an in-house caterer or a list of preferred caterers, or do I need to provide my own?

The Hotel is the exclusive caterer for the property. Our award-winning culinary team has prepared seasonal wedding menus to wow your guests. Should you require additional options, please discuss with your planning manager.

Is there a food and beverage minimum?

Venues with in-house caterers often have a food and beverage minimum in lieu of a rental fee that you're required to meet as part of the contract—essentially a minimum amount you need to spend. Each of our spaces have their own food and beverage minimum with our Century Ballroom requiring a minimum of \$8,000.

What are the tax and service/gratuities charges?

All charges are subject to 8.25% sales tax and 22% service charge.

Can we do a tasting before we finalize our menu? Is there a charge?

We do offer a complimentary tasting for up to 4 guests.



## FREQUENTLY ASKED QUESTIONS

### FOOD & BEVERAGE

Are tables, chairs, plates, silverware, and glassware provided, or will I have to rent them myself?

Included in your food and beverage minimum will be all tables, chairs, silverware and glassware set to your specifications. Your planning manager will work with to finalize a diagram to ensure room is set how you would like.

Is linen included?

As part of our green initiative, our tables are designed to be linen less. As such, linen will need to be brought in for all tables. Your planning manager can coordinate that for you directly or you may bring in your own vendor. We are happy to recommend local vendors for you.

Do you have a liquor license?

Our entire property is covered by our liquor license meaning that no alcohol can be brought in to either event spaces or common areas. We have an extensive beverage program and knowledgeable team that will be happy to work with you on bar options, including custom signature beverages.

Is there a fee for bringing our own cake or desserts?

You are welcome to bring in your own cake or specialty dessert. There is no fee.

Is there a cake-cutting/serving fee?

There is a cake cutting fee of \$2 per person.



## FREQUENTLY ASKED QUESTIONS

### DECOR & RENTALS

What floor plan do you recommend for my guest count?

Your planning manager will work with you to create a custom floor plan that meets all your needs. We will also take into account our amazing 4,000 square foot pre-function space that provides the perfect location for cocktail hours, cakes, guest books, portraits and more.

Are there any decor restrictions? Are candles permitted?

You will be able to bring in decor vendors that transform our space into your dream wedding. There are a few things we do not allow:

- Hanging anything from the walls or ceilings
- Loose glitter or confetti
- Smoke or fog machines
- Open flames with the exception of votive candles on the tables

Do you have signage or other aids to direct guests to my event?

Digital signage throughout the property will direct your guests to your event.

Do you provide heaters and/or umbrellas for the outdoor spaces?

We do have space heaters and umbrellas available for outdoor spaces.