

# Frequently Asked Questions

## Site Visits & Booking

### How do we schedule an appointment for a site visit?

Please call the Weddings & Special Events Office at 828-787-2610 to arrange a site tour with a member of our Sales Team. It is required that you receive an estimate prior to booking a site tour so that we can match the best venue for your specific needs. Appointments are available seven days a week between 9am-5pm with a 24-hour notice. A scheduled appointment is required to ensure venues and estate homes are available to tour. We cannot guarantee a site tour of the estate homes if they are occupied. Please do not make any travel arrangements until a site tour date and time has been confirmed with a member of our Sales Team.

### How do we reserve a date/venue?

You may reach out to your Sales Managers to let them know the date and venue you would like to book. A contract will be emailed to you within 5-7 business days. During this time your date is being held for you. Once you receive the contract you have 10 days to sign and pay your initial deposit. Please set up a conference call with the Sales Manager to review any contract questions prior to signing.

### What is the schedule of deposits/payments?

The **nonrefundable initial deposit** is due with the signed contract and is 20% of the total cost of the event including tax and service fees. The deposit schedule and amounts will be outlined on the contract. The final deposit and guest count is due 14 days prior to your event date and is based on 100% of the estimated total charges, less previous deposits.

### Why types of payments are accepted?

Old Edwards accepts all major credit cards, checks and wire transfers.

### What is the cancellation policy?

If the party cancels the contracted event, that constitutes a breach of its obligations to Old Edwards Hospitality Group, and Old Edwards Hospitality Group would be harmed. Should the event not be held at Old Edwards on the contracted date, the party will pay to Old Edwards Hospitality Group, as liquidated damages, and not as a penalty, cancellation charges of 100% of all deposits on the account. Notice of cancellation must be in writing. Old Edwards Hospitality Group does not waive contracted cancellation fees if the party requests to change dates. The new date would be treated as a new contract once cancellation fees have been paid.

Date of Cancellation Notice (number of days prior to Event)	Cancellation Fee includes 6.75% sales tax (percentage of minimum price)
Date of signing to 120 days in advance	Initial Deposit
119 to 90 days in advance	50%
89 to 60 days in advance	80%
Less than 59 days	100%

### Are prices reduced for booking a Friday or Sunday Wedding?

Our pricing structure at The Farm can fluctuate based on day or season, please speak with your Sales Manager for more details. Friday and Sunday weddings are often booked at a significant discount. Also, if you are considering booking within a 6-month window or looking at December-March, we can discuss available dates and possible adjustments.

### How do you handle long-distance planning?

Highlands is a destination for many clients so our Sales Team will work with you through email and phone appointments to ensure all Old Edwards details are covered. After your initial site tour most couples visit Highlands one more time for their planning meeting about three months prior to their wedding date. We also have a wonderful vendor list who know our venues very well and can support you from afar with all items not covered by Old Edwards.

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## Venues, Vendors, and Planning

### How many venues does Old Edwards offer?

Old Edwards has 12 event venues with varied capacities and unique features – knowing your style, ideal guest count and budget is the starting point in the venue selection process. We can assist in events throughout the entire wedding weekend including bridal luncheons, rehearsal dinners, welcome parties and farewell brunches. Your sales manager can provide pricing for all additional events.

### If we choose an outdoor venue what happens if there is inclement weather?

All outdoor venues require a tent to cover the bar, food stations and guest seating. All outdoor ceremony locations require a tent on hold and the use of the tent will be at your Sales Managers discretion.

*Venues with required tenting: Piermont Cottage, Hutchinson House, and Half Mile Farm.*

### Does Old Edwards have onsite Wedding Planners and/or Month-of Coordinators?

We do not offer these services. At minimum, Old Edwards requires you to hire a professional day-of Wedding Coordinator to assist with ceremony rehearsal, direction of the ceremony/reception and coordination of all outside vendor management and event design. Month of Wedding Coordinator is required for events under 100 Guests. Full Service Planner is required for 100+ Guests and any wedding at Half Mile Farm. The Client must provide a copy of Wedding Planner Contract with a list of services that are offered. Wedding Planners must be a professionally certified planner and cannot be a Guest, Friend or Relative and must attend your Old Edwards Planning Meeting.

### When will I be assigned a dedicated Old Edwards Catering Manager?

You will start with a Sales Manager who will assist you with the initial site tour and throughout the contract process. Once the contract is signed you will be introduced to your Catering Manager. Please note that your Catering Manager could change at the hotel's discretion.

### Do I have to use vendors from Old Edwards Recommended List?

You are welcome to provide your own professional vendors; however, we strongly recommend our Preferred Vendors who are familiar with Old Edwards policies, procedures, venues, as well as the Highlands area. New Vendors are required to sign the Old Edwards Vendor Policies & Procedures waiver.

### How long do we have the venue for the celebration?

Events at The Farm, Half Mile Farm and Old Edwards Club must end at 11pm and allow amplified music. Our in-town venues (Hutchinson House, Piermont Cottage, Edwards Hall, Rooftop Terrace, and Springhouse) must end at 10pm and cannot have amplified music due to town noise ordinances.

### What time will the walk-through rehearsal be the day before my wedding?

Walk through rehearsals at The Farm can take place at 2pm or earlier. All other venue walk through rehearsal times will be at your discretion.

### Am I required to book transportation for my event?

The Farm does require transportation for events over 150 guests. Transportation is highly encouraged to safely transport your guests from town to The Farm.

Half Mile Farm requires transportation for all guests staying off-site. There is only enough parking on-site for guests staying at the Inn. Any guests who drive to Half Mile Farm will be turned around and asked to take transportation.

Hutchinson and Piermont Cottage do not require transportation.

Old Edwards Club transportation is highly recommended for all guests due to its distance from town (~15 minutes).

*\*Old Edwards transportation only picks up and drops off at our hotels and venues. Our vehicles will not pick up at any other hotels, rental homes or venues.*

	Old Edwards Catering Sales	Old Edwards Rooms & Spa Specialist	Full Service Planner	Month-Of Coordinator
Old Edwards Primary Contact	•			
Old Edwards Spa Appointments		•		
Old Edwards Guest Room Reservations		•		
Wedding Planning Timeline			•	
Vendor Selection/Contracting			•	
Assist with Etiquette <i>ie. Protocol for invitations, family matters, ceremony and toasts</i>			•	
Event Design - <i>Floral/Décor Idea Development</i>			•	
Rental Items for Venue			•	
Old Edwards Menu Consultant	•			
Old Edwards Banquet Event Order - <i>outlines all food, beverage, set-up, details for your event</i>	•			
Old Edwards Banquet Check <i>outlines financial commitments</i>	•			
Venue Floorplan Design	•		•	•
Old Edwards Vendor Policies and Procedures for Vendors	•			
Old Edwards Guaranteed Guest Count <i>required 10 days prior to event date</i>	•			
Create Detailed Event Timeline			•	•
Confirm all Vendors <i>ie. Vendor communication prior to and day-of wedding</i>			•	•
Coordinate Wedding Festivities <i>ie. Direct rehearsal, wedding ceremony, liaison for bridal party/family, manage event timeline and vendors</i>			•	•
Deliver/Arrange/Collect Personal Items <i>ie. Programs, favors, wedding gifts, etc.</i>			•	•
Old Edwards Final Invoice	•	•		



## Frequently Asked Questions

### Old Edwards Guest Rooms

#### Will I have a room block?

Yes, all events are given a room block. The number of rooms within your block are determined by the size of the event being contracted. Guest rooms do have a two-night minimum on the weekends and some dates may require a three-night minimum.

#### Will my guests receive a discounted room rate?

There is not a discounted room rate for any room blocks.

#### What if all the rooms in my block do not book?

Any rooms that do not book are automatically released to the public 30 days prior to your event date with no obligation to you. If you choose to have an event at Half Mile Farm you will be required to book all 34 guest rooms on the buy-out dates without possibility of cancellation.

#### Can I book additional rooms?

We will create a rooms agreement with the maximum amount of rooms we can block for your event. Additional arrangements can be found in our Alternative Accommodations piece that we will share with you. We encourage you to make room blocks at other hotels and share rental home options with your guests. Please also ask your Sales Manager about Old Edwards estate homes.

#### Can I change the room types within my room block?

Yes, you will be introduced to our Group Reservations Manager once the contract is signed. You can change guest room types within your block, based on availability.

#### Will Old Edwards assist in delivering gift bags to my guest's rooms?

Yes, all welcome gifts for guests staying at Old Edwards Inn, 200 Main and Half Mile Farm are required to be delivered to the Wedding and Special Events Office. A detailed list is required, noting each guest that should receive a welcome gift and where they are staying. **We require the welcome gifts be dropped off by 11am on the day of the first delivery.** Otherwise, they will not be delivered until the following day.

*\*Please note the gift bag delivery fee is \$2.00 per bag and \$4.00 per personalized gift bag.*

## Frequently Asked Questions

### Pricing, Menus & Event Minimums

#### What is a Venue Fee and what does it include?

A Venue Fee is the cost for usage of a venue for a specific amount of time plus the fundamental items for your event such as house tables, chairs, linen, china, glassware and flatware. The venue fee does not include the Food & Beverage Minimum – both costs vary based on the venue and date you choose.

#### What is a Food & Beverage Minimum?

Each venue has a specific Food & Beverage Minimum that your event is required to meet. The minimum is based on the food and beverage costs excluding tax and service charges.

Our Catering Sales Team can make suggestions for reaching a Food & Beverage Minimum if your guest count falls short of your venue's minimum expenditure. Options include enhancements to the menu, upgrades to the bar, and extending bar services. Once you have contracted a food and beverage minimum you are required to reach it; you can exceed the minimum, but you cannot fall below the contracted minimum.

#### Is there a different menu and/or pricing for children and guests under 21 years of age?

Our Children's Meal (ages 2-12) are \$35 dollars per child.

Guests 13-20 are the same menu price that adults receive, sans alcohol.

All guests over the age of 21 will be charged for the bar package, no exceptions.

#### Does Old Edwards allow outside catering?

Old Edwards does not allow outside catering other than desserts and wedding cakes. We do require that your ceremonial wedding cake be brought in by an outside vendor. Old Edwards will provide all other food and beverage for you and your guests.

#### Does Old Edwards offer a menu/wine tasting?

Old Edwards Inn and Spa does not offer menu/wine tastings; however, one (1) complimentary dinner for two in Madison's restaurant will be offered for the planning meeting. This takes the place of a tasting and gives our couples an idea of the food and service they can expect for their special event. A few of the banquet items are featured on the Madison's menu but the restaurant's menu is seasonal so not all items from the Banquet Menu are available. You receive two dinners complimentary and then any other guests who would like to join and alcohol will be on own.

#### What is a planning meeting and when does it happen?

Your planning meeting takes place about three months prior to your wedding date. It can be scheduled earlier if all of your vendors are booked. Tuesdays and Thursdays always works best, but if you prefer a weekend, we can also look at open Friday's and Saturday's. This is also a great time to meet with any local vendors and do your cake tasting, hair trial, etc.

The planning meeting will consist of a complimentary dinner for two in Madison's either the night before the planning meeting or the same day. The following morning you'll meet with Chef and your Catering Manager to talk about what you have in mind for the menus. Once the menus are decided you will go through your bar selections and choose what you would like to serve and discuss any specialty drinks you may want to have. After that, we'll dive right into all other details for the weekend. You'll want to have your timeline more or less complete with few loose ends to finish up. Your planner will be a big help in getting ready for our meeting. This all usually takes about 3 hours total.