



P.O. Box 1070 Banff, Alberta, Canada, T1L 1H8, Reservations 1-800-563-8764 TEL: (403) 762-2642 FAX: (403) 760-8287

## ***Wedding Policies and Frequently Asked Questions.....***

### ***What is my Hotel Catering coordinator's role?***

*Your Hotel Catering coordinator will help you with all things related to the hotel - Guestroom, Bridal Suite, Banquet Room and Food & Beverage arrangements. Should your special day require intricate planning, we can suggest several outstanding professional Wedding Planners. For a list of Wedding Service providers, please visit ([link to Wedding Services](#))*

### ***Can guestrooms be blocked at a specific hotel for our wedding date(s)?***

*We strive to make the booking of your guest's accommodations as easy as possible, for both you and your guests. By providing special discounted rates to your guests for ALL our hotels, we will be sure to accommodate your guests in the type of accommodations that best suit their individual needs. We make it easy for your guests to book on line, using a Promo Code, so they can choose from several different hotels which offer a wide variety of different accommodation types (hotel rooms, suites, condos, etc) and customize their stay according to their individual needs. With over 1060 hotels rooms, blocking guestrooms and fussing with booking dates and cut off dates is no longer necessary when you stay with the Best of Banff.*

### ***What is the rental cost of the banquet room?***

*The Banquet Room rental charge is \$1,000.00, unless otherwise mentioned by your Hotel Catering Coordinator.*

### ***Can we access the venue for planning, measuring etc.?***

*We welcome the opportunity to show 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.*

### ***Are menu prices guaranteed?***

*Due the fluctuation of the price of food, all prices are subject to change without due notice. The hotel will guarantee prices sixty (60) days prior to the function.*

### ***Do you have a microphone or can we rent audio equipment?***

*Audio visual equipment is available at each of our hotels through an exclusive arrangement with our supplier. Rental & set up fees do apply. To avoid delivery charges, all orders must be placed a minimum of 72 hours prior to the group's arrival. Thereafter a delivery charges will apply.*

### ***What tables, chairs and linen are provided?***

*Our hotels will provide and set up round or rectangular tables that seat 6 - 8 people. China, cutlery and glassware are set upon classic white table linen tablecloths and napkins. We welcome you to bring your own table centres. Specialty coloured linen may be ordered at additional cost.*



### ***Can we bring in our own food and/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. The only exception is your wedding cake. We can recommend a local baker or you can bring your own. A \$1.50 per person, cake cutting/ plating fee will be charged.*

### ***Who provides the liquor?***

*Our venues are licensed facilities and provide a wide range of alcoholic beverages. We will try to accommodate special requests for specific brand names. Any other alternate beverage services must be prearranged you're your Hotel Catering Coordinator.*

### ***What is the cost of bartending?***

*A \$100.00 Bartender charge will be added for both host and cash bars. This rate is per bartender, should two be required by group size. Bartender charges are subject to 15% gratuity and 5% GST.*

### ***Can decorations be set up the night before?***

*A limited number of decorations can be placed in the banquet room the day of the wedding. The use of confetti, sparkles, glitter, thumbtacks, mails, scotch tape and staples are not to be used in any banquet room. Should you require the venue the evening before for decorating, a rental fee of \$300.00 plus GST will apply. Access to the banquet room prior to the wedding day is subject to availability and cannot be confirmed until 72 hours prior.*

### ***Can we toss confetti, bird seed or flower petals at the ceremony?***

*We like to be environmentally and National Park friendly. Confetti, flower petals make a mess and it is against the rules of the National park to feed the birds, so birdseed is not acceptable. We suggest bubbles! The tossing of confetti, flower petals or any other objects inside or outside of our venues will result in additional cleaning charge.*

### ***What about damage charges?***

*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.*

### ***Can I have things delivered and stored at the hotel prior to the wedding?***

*Unfortunately, our hotels do not maintain storage spaces. Storage of goods shipped prior to the event is subject to prior arrangements and space availability. Our hotels are not responsible for damages to or loss of any articles left in the hotel, prior to, during or following any function by the customer or guest.*



### ***Who provides and arranges the flowers and wedding decorations?***

*We welcome you to bring your own flowers and table centers. Please arrange for the delivery of such items on the day of the wedding and let us know what to expect and from whom. Flowers and table centers must be arranged prior to arriving on site.*

### ***Are we allowed to bring in candles?***

*Drip-less candles placed in a container are permitted on the guest tables. The wick must be 2 inches below the rim of the container.*

### ***Who will set up the cake, gifts, guestbook, and registry tables?***

*We will provide and set up these tables with linen tablecloths according to your floor plan.*

### ***Can we have a dance floor?***

*Some of our venues have built in dance floors. At most of our other venues a dance floor can be set-up for a fee of \$150.00 + GST.*

### ***How long can guests stay?***

*In most of our venues the bar can remain open and DJ/Band can play until Midnight. Guests are asked to depart by 12:30 a.m.*

### ***Where do my guests park?***

*Complimentary parking is available at most of our venues for those staying overnight in our hotels. All other guests must use alternate parking.*

### ***Is there a rehearsal time prior to my wedding day?***

*Please discuss your rehearsal time requests with your Hotel Catering Coordinator. Rehearsal times are on a space availability basis. Your venue rental does not include a rehearsal time.*

### ***Will any staff be on site to oversee the ceremony / reception?***

*One of our pleasant and professional Restaurant & Catering staff will be on hand prior, during and after your booking to ensure the room is unlocked and the set-up is accurate. This person will be your primary point of contact during the event.*

### ***Do you provide an Emcee?***

*The hotel cannot provide an Emcee. A family member or close friend would be a much better choice.*

### ***How do I confirm my venue dates and times?***

*Once you have confirmed your dates and venue of choice, your Hotel Catering Coordinator will send you an event contract and will hold the venue space for one week while you review the contract. The hotel requires a non-refundable deposit in the amount of \$1,000.00, which must be received with the signed event contract in order to guarantee the event space. If the deposit is not received by the end of the review period (one week from the contract being sent), the Hotel will release the event space.*



### **What is SOCAN?**

*By law we are required to charge a SOCAN fee for the use of music in any public facility. That fee goes directly to The Society of Composers, Authors & Music Publishers of Canada. The fee structure is based on the size of the room utilized and whether dancing is involved, regardless of the number of people in the room. The fee structure is as follows:*

- Any Banquet Room that can accommodate between 1-100 guests, without dancing - \$21.00*
- Any Banquet Room that can accommodate between 1-100 guests, with dancing - \$42.00*
- Any Banquet Room that can accommodate between 101-300 guests, without dancing - \$30.00*
- Any Banquet Room that can accommodate between 1-100 guests, with dancing - \$60.00*

### **\*\*\*Special Note\*\*\***

*If the wedding ceremony is scheduled before 6:00pm, it is strongly suggested that the immediate wedding party be registered in the hotel the evening prior. We cannot guarantee occupancy of guestrooms prior to 5:00pm.*