



## Catering Department Frequently Asked Wedding Questions

### Payment & Contract Terms

#### 1. What are the payment terms for my wedding?

- A \$1000.00 non-refundable deposit and signed contract are required for all wedding events, due no later than 10 days after the contract has been sent out to you by the Director of Sales. A second \$1000.00 non-refundable deposit is due in January of the wedding year. Final payment is due, in full, no later 10 days before the date of the event.
- Acceptable Forms of Payment: Certified Check or Cash Also Permitted: Credit Cards (Please note: a 3% processing fee will be added to any deposits/payments made via credit card, to cover our processing costs).

Failure to abide by this timeline and payment schedule may result in additional fees or cancellation of your event.

#### 2. Are we required to use Settlers Hospitality for all Food and Beverage items at our event (including edible favors, wedding cake, etc.)?

- Yes. We require all food and beverage items to be provided by Settlers Hospitality. Please see our Favor Menu and Wedding Packages for food and beverage selections available. If you don't see it in the menus, please ask. Our culinary team is incredibly skilled, and we want you to be wowed by what they can create for your special day!
- We are happy to source any alcohol-based favors for you. These items may not be placed at the table and instead will be displayed as a station and they cannot be consumed during the reception.

#### 3. Can we bring our own alcohol and enjoy it at the hotel or reception?

- Since all of our venues are PLCB licensed properties, we cannot allow outside alcoholic beverages to be consumed in any common areas (including hotel lobbies, common rooms, ceremony and reception sites, etc.). We have plenty of alcohol options available to you and your guests at all of our venues, and our service staff needs to be able to safely serve you and your guests.
- If you have a particular bottle of wine, brand of craft beer or spirit, that you would like featured at your reception, please contact your event coordinator for further details. We are happy to source these items for you.
- Unfortunately, should anyone be found to be consuming outside alcohol, the outside beverages will be confiscated, the guest will be declined alcohol service for the rest of the evening, and may be asked to leave the premise.

#### 4. Is gratuity included?

- Should you decide to leave a gratuity for the staff, we leave it to your discretion. It will be gladly accepted and appreciated and should be given to the Director of Catering or Event Coordinator for distribution to the team.



## Lodging Related Questions

### 1. How do I arrange for a room block, or lodging for my guests?

- All questions regarding hotels should be directed specifically to your hotel, please contact our front desk. Although your wedding planner would love to assist you with this, we do have designated hotel experts on our team to help you through this process!

### 2. Are there changing areas for the bride, groom, and/or wedding party?

- We recommend the bride and her bridesmaids utilize the bridal suite for changing, makeup/hair, etc. We suggest that the groom and his groomsmen utilize one of the groomsmen's guest rooms for changing, etc.

### 3. Can we or our guests check in early the day of the wedding?

- We cannot guarantee early check in, so we strongly recommend booking the night before the wedding as well (provided the room is available). We do also have house rentals available.

## Company Wide Policies & Property Specific Information

### 1. Are there any noise restrictions?

- Yes. All music must conclude by 11pm, and we reserve the right to regulate music volume level during your event for the enjoyment of all guests of our properties. Following your reception, please be mindful other guests in the hotel and surrounding properties.

### 2. Is there parking on site?

- Yes, and it's complimentary!

Settlers Inn: The parking lot extends around the building to a second auxiliary lot. Should these parking lots fill up, there is additional parking across the street and next door.

Ledges Hotel: The parking lot contains spaces marked "Reserved" – these are reserved for guests of the hotel – as well as more spaces in the lower lot.

Boiler Room: There are multiple parking lots at the Hawley Silk Mill, as well as on street parking. We recommend the lots nearest Cocoon Coffee House & Bakery.

Silver Birches: The parking is located across the street from the venue. Please use caution when crossing the street to and from the event.

### 3. Is there a shuttle service available? What about Uber or Lyft?

- Currently, Uber and Lyft do not service Hawley and surrounding areas.
- Please ask your event coordinator about our Premium Guest Services Package and shuttle recommendations.



#### 4. Is smoking permitted on site at any of Settlers Hospitality's properties?

- All Settlers Hospitality properties are smoke-free campuses. Please direct your guests to the designated smoking areas, marked at each property by a smoker's pole.

#### 5. Is the site handicapped accessible?

- Due to the historic nature of our buildings, some sites are not handicapped accessible. Please ask your event coordinator for further details.

#### 6. Do you recycle?

- Sustainability is one of our 5 Inherent Values, and we work with a conscious and intentional bias towards sustainable practices in all aspects of our business. We recycle at each of our locations and hope you will do the same.

#### 7. I have a burning question and can't get in touch with my event coordinator – who can help me?

- Your concerns and needs are of the utmost importance to us, and we strive for responsiveness. Your event coordinator is your main point of contact for the planning of your event, but should you find yourself unable to reach your event coordinator, please contact the Director of Catering at [trogers@settlershospitality.com](mailto:trogers@settlershospitality.com).

### Wedding Specific Questions

#### 1. Can I have my ceremony at the venue as well?

- Absolutely! We charge a \$6 per person on-site ceremony fee, which includes the use of our white chairs. Other chairs may be used at an additional fee (Chiavari, etc.). Please note, for our Boiler Room weddings, ceremonies at Ledges Hotel must take place no later than 3:00pm.

#### 2. Can we have our rehearsal dinner here? How about a morning-after mimosa or bloody mary brunch?

- Yes and Yes! Please contact your wedding coordinator regarding details. We would love for you to extend the celebration with us!

#### 3. What do we do during our rehearsal? How long will it take?

- Your wedding coordinator will rehearse the general flow of the ceremony with you, including entrance/walking order, timing, etc. Your reception timeline, including entrance, # of dances, # of speeches, cake cutting, etc. may be reviewed as well. Plan to spend up to an hour for the rehearsal and décor drop off, and make sure that your wedding party and other associated participants (officiant, DJ, etc.) are ON TIME.
- You should plan to bring all décor for your event during this time, and let us know who you've designated to set up your décor. We highly recommend putting someone you trust in charge of this detail! If there are any items that you would like us to set up for you, please provide detailed instructions. Please note, elaborate set ups and decor may incur a setup fee, and our pre-event storage space is not secured and to be used at your own risk. Regarding décor setup, please speak with your wedding coordinator to discuss the details and how we can help you!



#### 4. Can I leave my décor and other wedding items at the venue afterwards?

- No, you must remove your décor and all associated items at the end of your event. We suggest designating a particular member of the bridal party to lead this operation, so that you and your betrothed do not have to be bothered with it on your wedding day. Please note, if anything is left in the space overnight, it will be disposed of following the completion of your event.

#### 5. Do I really have to complete and return the seating chart and timeline questionnaire?

- **YES!** Your wedding coordinator, our culinary team, our event staff, and other business partners (DJ, florist, rental company, etc.) will need to have these details easily accessible at any time leading up to and during your event.

#### 6. What happens if it rains? When do we have to commit to the rain plan?

- At The Settlers Inn – ceremonies initially scheduled for Riverside will take place in the Undercroft.
- At Ledges Hotel – ceremonies initially scheduled for the Ruin, Stargazer Deck, or Serenity Deck will take place on the Great Deck, or Great Room.
- At The Boiler Room – ceremonies initially scheduled for the Patio will take place under the Tented Deck or in The Boiler Room.
- At Silver Birches – ceremonies initially scheduled for the wedding lawn will take place in the Waterfront Ballroom

We need at least 2 hours in advance to ensure that our team has enough time to set up the space for your event. Should you choose to wait it out and hope that the weather will clear, we will accommodate by drying the chairs prior to the ceremony. If it continues to rain and we are unable to utilize the original ceremony site, we will escort your guests to the reception area and conduct the ceremony either standing room only or with guests seated at their seats.

#### 7. Can we use confetti, sparklers, fireworks on site?

- No, our experience prohibits the use of non-biodegradable confetti, sparklers, Chinese lanterns, fireworks, or other hazardous materials on site. Think of the environment! There will be a significant cleaning and safety fee if these items are found to have been used. Crushed dried flowers are highly recommended as a sustainable alternative to confetti.

#### 8. Do we have to use your recommended vendors for DJs, florists, etc.?

- No – we have a list of recommended vendors for precisely that reason – we *recommend* them and they are familiar with our venues. You are welcome to use other vendors, but we require that they take a site visit prior to the day of the event to ensure a smooth set up and overall event experience.
- Prior to the event date, we do require a Certificate of Insurance (COI) to be on file for any of your vendors. Your wedding planner would be happy to speak with the vendor directly in order to obtain the appropriate information.

#### 9. How long should we take for photos after the ceremony?

- This decision is entirely up to you. We often encourage our brides and grooms to consider how much time will be spent with photos vs. how much time will be spent at the cocktail hour.
- Sometimes, a First Look is a great option to get in more photos before the ceremony, which in turn reduces the amount of time you'll be spending away from your guests and celebration.

We want you to be able to enjoy your day and it be exactly how you imagined it!

