

Questions & Answers *You've Qualified The Space, Now What?*

Overview: It is essential that for your peace of mind you find out as much information as possible regarding any restrictions that will apply to your event, as well as any and all pertinent information regarding rental fees, deposits, etc. It is just as important that you to become well aware of any rules and regulations that could impact your event.

Remember, the Wedding Sales Executive at the place you've chosen cannot "read your mind". She/He doesn't always know what information will apply to **your** event. At this point, the Wedding Sales Executive does not know your specific wants, needs and desires. It's up to you to enlighten her/him. You need to have a very good idea of 'what you want your dream wedding to be'. It is essential that you have a plan, and work the plan. The more decisions you have finalized from the beginning, the less surprises you will have down the road.

The following information is being furnished to answer most of the more frequent inquiries we have received over the years. These answers are based on a wedding reception of 100 guests.

Staffing Levels:

What is the ratio of wait staff to guest?

- One waitperson to 25 guests.

What is the charge for additional service staff?

- Man-hour charges for additional service staff, bartenders, carvers and chefs for cooking stations is \$20.00 per man hour.

The Cake:

Can I choose any design for my wedding cake as part of the wedding package?

- We have 4 beautiful cakes from which to choose as part of the package price.
- These are 3 tiered with the top tier boxed to be saved for your first anniversary.

What if I prefer a 'special designed' cake; how is this handled?

- You may bring a picture. After our baker views the photograph, we give you a price for the 'special design'.
- The package allocates \$250.00 for the cake. The difference between the quote for the 'special design' and the \$250.00 allocation will be charged to the final bill.
- Or, we can credit the \$250.00 to the final bill and you may bring in a cake from an outside vendor. HOWEVER, a \$1.50 per person plating and serving fee is charged; which includes cake cutting & serving, fork, dessert plate & napkins.

What is the flavor of the cake that is included in the package?

- White Cake, Marble or Chocolate with White Icing

Can I have different flavors of cake and/or icing?

- Yes, this request can be accommodated at an additional fee of \$1.00 per person.

Cookies:

Are cookies available?

- Yes, freshly baked cookies are available for purchase.

Can my family/friends bring in cookies?

- We ask that cookies be brought in labeled, disposable containers.
- Yes. There is a \$1.50 per person plating fee if plating is required.

Wedding Package or Banquet Menu:

Do I have to choose one of the Wedding Packages for my reception?

- No, you may choose from the Banquet Menu **or** one of the Packages, however **the two cannot be blended.**

Can I substitute food items in the package?

- Menu and food items cannot be changed in any of our packages.

If I choose a 'plated' menu, may I choose more than one entree?

- Wedding Package Plated Menu: You may choose up to two entree selections which your guest can choose for an additional fee of \$3.00 per person in attendance. Individual meal choice must be designated.
- Plated Banquet Menu: You may choose up to two entrees for the entire group however, an exact count must be provided for each choice.

Will the Bride & Groom be ‘served’ their meal if I choose a buffet menu?

- Yes, the bride and groom will be served. All others in the bridal party will go through the buffet line.

If I choose the buffet menu, how are the beverages served?

- Beverage service, coffee, tea, iced tea and lemonade will be offered by our waitstaff to all guests

Can I delete or make changes in the bar portion of the package?

- Yes, some changes/deletions are honored. See the BAR section .

Children:

Are children's menus available?

- Children's menus available for ages 4 -12 years. Ages 0-3 are free.
- For those who would prefer the children have the same menu as the adults the following prices apply:
 - 0-3 years are free,
 - 4-12 years are ½ price (deduct 13.00 from the package price and divide the difference by 2)
 - 13-20 years - deduct \$13.00 from the package price. (Note: \$13.00 represents the bar portion of the package and is applicable to all persons 21 years & over).

Bar:

Can I bring in my own alcoholic beverages?

- No, we are licensed by the State of WV to serve alcoholic beverages.

Does the bar include wine & beer?

- Yes, house wine and beer is included on each bar.

Can I have just a wine and beer bar?

- Yes - deduct \$3.00 per person from the “Wedding Package” price.

Can I delete the bar from a “Wedding Package”?

- Yes - deduct \$13.00 per person.

How many hours of bar service are included in the package?

- Four hours. If desired, the time can be split to 1 hour before dinner and 3 hours after dinner.
- The charge per additional hour of open bar (house brands) is \$4.00 per guaranteed person per hour.

How many bartenders will I need?

- One bartender per 100 persons is required.

When do you need the wine and/or champagne orders?

- These are required at least 15 days prior to the event date.

Can you accommodate requests for all types and brands of alcoholic beverages?

- Some requests cannot be honored due to WV Liquor Laws.

Can the expense of the bar be split between two parties?

- The wedding reception/package is generally contracted to one party. This is the party responsible for the entire bill. Therefore, any “sharing” of expenses must be worked out between the two parties.

Function Space / Decorating / Dance Floor / Entertainment

How much is the space rental?

- This depends upon several variables including day of week, number of hours needed and size of the room.
- When planning your space, don't forget to allow for head table, guest book table, cake table, entertainment, dance floor, etc.

What is the usual rental time allocation?

- For an evening wedding this is usually 2PM to 11PM.
- Additional hours will require additional charges, due to the displacement of another possible revenue generating service event.

What's included in the rental fee?

- Use of the room for the hours agreed upon, tables, in-stock linen, dish and flatware settings, votive candles, and labor for set up/tear down.

Is there any decorating included in the fee?

- No. Decorating is your personal choice. However, all decorators must be approved by Oglebay in advance.

How much time do we have to decorate?

- The time allocated for decorating is two hours. The decorator must be completely out of the room 1 hour before the reception start time. This 1 hour time frame is for our staff ONLY. It is recommended that you be very specific with your decorator that items are to be pre-assembled off site prior to delivery and simply 'placed into position' once they arrive here. They are NOT to be assembled on site. If additional time is needed the room will have to be rented for a longer period and adds substantial dollars to the rental fee due to the displacement of another possible revenue generating service event.
- Example Schedule:
 - 1 PM to 2 PM allocated for our staff to set the room with tables, chairs, linen, etc.
 - 2 PM to 4 PM allocated for your decorators
 - 4 PM to 5 PM wait-staff places draping, dishes, flatware & final touches, staff briefing & last minute instructions
 - 5 PM to 6 PM Cocktail Hour
 - 6 PM to 7 PM Dinner
 - 7 PM to 11 PM Cocktails and Dancing

Is a dance floor included?

- Yes, but only in Glessner.
- Floors are rented at an additional fee. Rate depends upon the size required. The size needed is determined by the number of guests expected and your own good personal judgment as well as the size of the room.
- Please request and refer to the equipment rental chart.

I've seen the canopy at other weddings, can that be rented?

- Yes, but only in Glessner. The fee is \$450.00 and includes installation, tear down and laundry.

Is entertainment included?

- No, this is your personal choice. However, the entertainment band or disc jockey must be approved by Oglebay and all set-up needs to be completed in a timely fashion and as indicated under the Decorating Section.

Is sound provided for entertainment we hire?

- No, entertainment sound should be a part of your entertainment contract.
- There is sound available in the rooms for announcements, toasts, etc. If this is needed, please request from the coordinator during your planning process.

Is there a list of decorators, florists and photographers from your area?

- Yes, this list is available upon request from your Sales Executive or your Coordinator.

Lodge Rooms:

Do I receive any complimentary rooms?

- If one of our Wedding Packages is purchased, one standard room is complimented for the Bride & Groom to be used on or after the first anniversary.

I will need lodging rooms for my guests. Can this be accommodated?

- Yes, a 'block' of rooms can be contracted, pending availability of the rooms.
- There is a 2 night minimum on all weekends, all rooms.
- The rooms must be reserved based on an established and contracted 'cut-off' date - usually 6 weeks prior to your event for blocks of 25 rooms or less. All rooms are released back to the hotel on that date.
- If lodge rooms and/or function space and/or other Oglebay venues are being reserved, we suggest that they be contracted at the same time. This will enable us to assign one coordinator for the entire event. This can be done through the Sales Department - pending availability.
- Check-in time is after 3:00 PM for all Lodge Rooms.

Extra Services:

I would like a gift delivered to guest rooms. Can this be arranged?

- Yes. This is arranged through your assigned coordinator.
- A two-week advance notice is required.
- Items will be delivered after 3 PM check-in.
- The fee is \$2.00 per bag / item delivered.

Will your staff place our place cards, favors, centerpieces on the tables?

- Yes. This can be arranged with your coordinator.
- A two-week advance notice and detailed instructions are required.
- Items must be delivered by 3 business days prior to the event date.
- The fee will be .50 per individual item placed. (Example: one place-card is considered an individual item.)

Outdoor Wedding Ceremonies / Rain Back-up, etc:

Can outdoor weddings be accommodated?

- Yes. There are several venues to accommodate this.
- There is a fee charged for each venue.
- We suggest all Oglebay function space, outdoor venues and lodge rooms be booked at the same time and in one contract, so that you are dealing with one Coordinator for the entire event.

Is a back-up room provided in the event of inclement weather?

- No. A room is NOT HELD.

Can a back-up room be made available at Oglebay for this purpose?

- Yes, at an additional rental fee and based on availability.
- It should be noted that this rental fee is substantial as the event displaces all potential revenue for that room.
- When and if reserving this room be sure to allow time for decorating.
- We suggest that if lodge rooms and/or function space is being contracted - that all venues be reserved at the same time. This will enable us to assign one coordinator for the entire event.

Marriage License:

I am from out of town, where can I get information regarding the marriage license?

- Ohio County Court House - Telephone 304-234-3656, Mon-Fri. 8:00 a.m. - 5:00 p.m.

Deposits and Balance Due:

When are the payments due?

This depends on the length of time between the booking date and the event date. If booked one year or more prior, deposits are due in four payments. The closer to the event, the closer the deposit dates. To arrive at the figure, we take the estimated wedding expenses divided by four.

- The final balance is due 10 days prior to the event.
- Any 'overpayments' are refunded within 30 days after the event.
- Any 'balance due' will be due within 30 days. All major credit cards are accepted.

Taxes and Gratuities:

Do the prices include Sales Tax and Gratuities/Service Charges?

- No they are added as follows:
 - WV Sales Tax, which is currently 6%, is charged on all food, beverage, man-hour charges, and any other item sold or rented.
 - Gratuity & Service Charges, which is currently 17%, is charged on all food, beverage and man-hour charges.



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