

Château Elan
WINERY & RESORT

Wedding Information Guide

Thank you for choosing Chateau Elan for your wedding.

Though your contract will clearly outline our policies, we've created this document to ensure you're fully informed and to provide additional details that you will find helpful. These policies reflect best practices and lessons learned after hosting many weddings and special events. It is our expectation that you communicate these details with your vendors. Our primary goal is to provide an outstanding experience for you, your family and guests. We hope this will provide more insight as to how we can help you prepare and ensure your special day runs smoothly.



Event Planning

Is a Wedding Planner included?

A Wedding Planner is not included in Chateau Elan's pricing; however a Wedding Planner is required to host your wedding here. As part of your planning process, Chateau Elan will assign a Catering Manager to assist you with the details leading up to your special day. Your Catering Manager will oversee all aspects of your catering needs to include:

- Providing guidance on food and beverage selections
- Create banquet event orders detailing your specific menu, room layout, linen selections and timing
- Recommend event professionals, if needed
- Provide updated estimates of Chateau Elan event related charges, upon request
- Ensure a seamless transition to the Banquet Captain on the day of the wedding

If your wedding is held at Chateau Elan, you are required to obtain the services of a third party, Professional Wedding Planner to assist with the logistical details related to the ceremony rehearsal, ceremony and reception. We can provide you with the names of planners from our preferred vendor list or you may opt to choose a licensed professional on your own.

Should the group decide to use a vendor, other than those that are currently approved for use at Chateau Elan, the following is required:

- \$2 million liability Insurance
- (2) references from hotels and/or venues
- Business license
- Vendor must sign Hotel's outside vendor policy

After above information is received, Hotel will confirm whether the vendor **is or is not** approved to provide services at the Hotel. If approved, the vendor is responsible to sign appropriate waivers and/or releases of liability for the benefit of the Hotel in consideration of the Hotel permitting vendor's performance of services on the Hotel premises. There are no reductions in rates if outside vendors are utilized for the Event.

Why do I need a Wedding Planner if the hotel provides a Catering Manager?

Your Catering Manager oversees details that are directly related to the event venue, setup, food and beverage. Wedding planners/coordinators will assist you with personal needs on the day of your wedding and provide guidance on etiquette and protocol relating to items such as invitations, timelines, wedding party lineup, order of ceremony and reception, etc. On the day of, they keep your day on track, handle logistics and are available to handle any last minute needs or requests that you may have. Your Wedding Planner will create your event timeline, run your rehearsal, oversee your vendors on your wedding day, cue you down the aisle at your ceremony and make sure the ceremony/reception runs according to your wishes.

Your wedding planner is your main point of contact and it is their responsibility to communicate all deadlines and contractual terms to the client and/or vendor(s).

Who is here on the day of the wedding?

On the day of the wedding, your Catering Manager will be present to direct guests to the venue(s), ensure the event space is set and details are met according to the plans specified on the BEO. You will be assigned a Banquet Captain that will run the reception and dinner events. The catering manager does not facilitate the rehearsal or ceremony. Your wedding planner will handle the ceremony rehearsal and day of coordination.

What is included in the wedding package?

Please refer to the wedding package for a list of inclusions. Services relating to Planning/Coordinating, Flowers & Décor, Officiants, Photographers, Musicians, etc. are **not** included in event package pricing and must be booked on your own.

I'm having my event outside. What if it rains?

We always hold an inside space as a backup for outdoor events in case of inclement weather. The alternate location is based on availability. Chateau Elan cannot guarantee a specific venue.

The decision to move the Event indoors will be made each day, no later than two (2) hours in advance by Hotel. Safety is our first priority. If the group contact is not available for the weather call, Chateau Elan's Operations team will make the call at their discretion. Once Hotel determines to move the Event indoors, it will not be moved again. Hotel will use its best effort to execute your function in your desired location; however, outdoor functions cannot be guaranteed. If this decision is delayed or overturned by the event organizer and the decision requires both indoor and outdoor locations to be set a \$20.00 per person surcharge (minimum of \$1,000) will apply.

Alternatively, the client may hire a company to tent the space, provided they supply liability insurance (\$2 million) and business license.

Are there separate spaces for cocktail hour?

Yes, each venue has an option for cocktail hour that is adjacent to the venue.

How long can my event be?

Pricing is based on up to 1 hour for a ceremony. Our reception packages are priced based on 1 hour for cocktail hour and three hours for dinner. If you would like to add additional time, just ask your Catering Manager for pricing. 1:00AM is the latest time that an event can end.

What if I outgrow my venue?

It is important to keep the capacity of each space you have contracted in mind when sending out RSVP's. Don't assume a specific number of guests will decline; plan for the greatest number of guests to relieve any stress relating to numbers. If for some reason, you need a larger venue, Chateau Elan will accommodate based on availability. An increased food and beverage minimum or rental fee may apply.

What if we are running late on my wedding day?

We do understand that, occasionally, circumstances delay your guests. In order to best serve you and coordinate adequately with your vendors and food service staff, the timeline must remain on track as closely as possible. This is the importance of selecting a great Wedding Planner. If you make a specific request to delay the start time and wait for certain family members or friends, the entire timeline of the wedding will be adjusted within the timeframe listed on your contract/banquet event order. For example, if your BEO states a 5PM start time and end time at 10PM, the timeline will be adjusted to meet the 10PM event end time. Chateau Elan staff are scheduled, in advance, based on the agreed upon times on the event order. This means, you may have a reduced timeframe for the cocktail reception or shorter dinner reception. Pricing will not be adjusted up or down if the agreed upon timeframe is adhered to. We do not offer complimentary extensions. If there is an extreme circumstance, it needs to be reviewed for approval by the Chateau Elan Operations team. If the event exceeds the agreed upon event time, without Chateau Elan approval, an overtime fee at a minimum of \$1,000 per hour, will be charged to the client's master account. This fee will apply up to 60 minutes and will recur each additional hour.

Where can we continue our festivities after our reception is over?

You may inquire with your Catering Manager about options to rent a space for a private banquet "After Party". Or, depending on the end time, guests can continue the festivities in one of Chateau Elan's outlets, such as Louis House of Bourbon or Paddy's Irish Pub.

Do you provide directional signage?

Chateau Elan will provide signage to direct guests to your event venue.

Should I tell my guests my ceremony/reception is outside?

Yes. Please communicate if your event is indoor/outdoor or both, so your guests can dress accordingly and plan for all weather scenarios. It is important to communicate the dress code to your guests, even if it is casual.

EVENT SPACES

Where can I host my ceremony?

Chateau Elan has a host of many beautiful spaces that can be used for your Wedding Ceremony. They include: Matisse Lawn, Paris Ballroom, Elan Ballroom, Debussy Ballroom, Monte Carlo Ballroom, Rose Vineyard and the Glass-Top Atrium. Separate pricing applies for each of the ceremony venues.

If my ceremony is in the Atrium will your staff keep guests and noise away?

Chateau Elan will do it's best to keep hotel guests and Chateau Elan staff from disrupting the immediate area of your ceremony. This immediate area includes the ceremony space, aisle and alter. Please keep in mind, the Atrium is a public space that is located in front of a pool, near guestrooms and a gym, below a hotel lobby and check-in area and is adjacent to a restaurant and private event space. While we will do our best to keep guests from disrupting your event space, we cannot guarantee a 100% private, quiet event. If this is a cause of concern for you, please let your Catering Sales Manager know and they will confirm the availability of a ballroom space for your wedding (subject to availability).

Chateau Elan staff cannot prevent guests from walking above the ceremony space at any time during the ceremony. Should you choose to drape the walkway on the main lobby level, directly above the altar between Louis House of Bourbon and the guestrooms, Chateau Elan will offer a \$1,000 discount on the ceremony fee.

Does the Pavilion have heat or air?

COOLING: Should www.accuweather.com predict temperatures of 80 degrees or great for the day of the event, within 3 days of the event, Group is required to rent an A/C unit package at the cost of \$5,500 plus tax in order to hold the Event in this space (pricing is subject to change).

HEATING: Should www.accuweather.com predict temperatures of 60 degrees or lower for the day of the event, within 3 days of the event, Group is required to rent a propane heater package at the cost of \$1,300 plus tax, per four hour period in order to hold the Event in this space (pricing is subject to change).

LIGHTING AND HEATING FOR OUTDOOR FUNCTIONS

Outdoor lighting and heating are not included with use of outdoor venues; supplemental lighting/heating may be required, based on the time of the event. Please keep this in mind as you plan your event.

DÉCOR

All decorations, displays and exhibits brought to the Hotel must be approved prior to arrival and conform to state codes and fire regulations. Items cannot be attached to walls, ceilings, windows and fixtures with nails, staples or any other substance unless written approval is provided in advance by Hotel. Client is advised that Hotel may charge, and Client is responsible to pay, additional fees if the use or removal of Client's décor causes damage to the room or fixture, or requires extra dismantling or clean up services by Hotel. The hanging of approved signs or banners must be handled by Hotel's staff and additional fees

apply. Client must discuss its intended use of decorations, including confetti, fake petals and similar materials, so that Hotel may advise the Client of additional related charges with Client prior to Client's event.

Hotel will not take responsibility for items left after the event. All items must be removed immediately after the completion of the event. If items are not removed immediately after the completion of the event, a clean-up fee will be billed to Client's master account. The fee is subject to change based on the scope of décor. It is the client's responsibility to communicate all rules to vendors. Client must notify their Catering Manager of the person they have designated to be responsible for their personal belongings.

Hotel will not take responsibility for items left after the event. All items must be removed immediately after the completion of the event. If items are not removed immediately after the completion of the event, a clean-up fee will be billed to Client's master account. The fee is subject to change based on the scope of décor. It is the client's responsibility to communicate all rules to vendors.

Do you provide decorations?

Please review the wedding package for a specific list of the décor items that are included.

Chateau Elan will set up all items listed as inclusions in your wedding package. Any additional décor will be the responsibility of the client or client's vendor/coordinator to set up and remove.

Outside Vendors- décor must be complete 2 hours before meal service to allow Chateau Elan staff time to set the room for meal service.

Can I bring my own decorations?

We suggest hiring a professional decorating service to decorate the event space for you. Your planner should run everything you plan to use by your Catering Manager to ensure all elements are approved. For example, please do not bring confetti or hang items with thumb tacks/tape/staples to the walls.

Any decoration is your or your planner's responsibility to set up and break down/remove. We recommend that you ask your Wedding Planner, decorator or assign a person to be accountable for removing any décor. The person responsible should not be associated directly with or part of the wedding to alleviate any concerns with time constraints. Chateau Elan is not responsible for any items left behind after events. We require that a person is assigned to pick up all items immediately following each event (rehearsal, ceremony, reception, dinner, after party). If items are to be left behind, advance notice is required and your Catering Manager will confirm if the option is available. Otherwise, leftover items will be discarded and a fee will be billed to the client's master account for Chateau Elan's clean up.

Can I drop off my décor early?

We suggest you plan to deliver any personal décor items directly to your wedding planner. Chateau Elan does not store or accept liability or responsibility for any items.

Are there any restrictions for outdoor ceremony décor?

Nature is complimentary and enhances your wedding to make it memorable. When decorating for your ceremony, we ask that you only use organic ingredients (real flower petals vs fake). Fake flowers can disrupt the normal balance and health of nature, so please do your part keeping our surroundings safe. We do not allow items such as rice, birdseed, flying lanterns or confetti.

Fabric aisle runners are not banned, but we do not recommend them as they can be a trip-hazard to the party walking down the aisle. Chateau Elan does not supply fabric runners or staff to set up the runners or supplies for runners. Your Wedding Planner will be responsible for set/up and removal of runners and additional wedding décor.

Will Chateau Elan's staff set up my décor if I drop it off?

While we appreciate the vision and individuality that you bring to your event, it would not be appropriate for our staff to set up such personal items. We would never want you to be disappointed with how your décor was arranged if we failed to recreate the look that you have been envisioning. For that reason, we suggest your Wedding Planner come in and set up your personal items. You will be responsible for the complete set up and teardown of décor items that you want to provide. Early access to the venue for set up (outside of the contracted time) cannot be confirmed until 2 weeks prior.

How early can I set up the room?

Early access for décor is confirmed 2 weeks prior to the event. Otherwise, please refer to your contracted set up times. Please keep this in mind when selecting your Décor Vendors and scheduling them for your special event day. If there are time restrictions or extensive décor is needed, your Décor Company should know this in advance so that they can schedule the appropriate amount of staff to set up your event or so they can suggest décor items that will work well within the allotted event set up time frame.

Can I change the set up on the day of?

Your Catering Manager takes special care and time in planning your event. As part of the planning process, you will receive a copy of the room layout, which will need to be signed off on and approved by you, in advance. Room set up changes, if approved, on the day of will require a fee, starting at \$500. This fee will automatically be added to your bill. The Catering Manager or Banquet Manager will only accept room set up changes from the Wedding Planner.

Do you allow candles?

Yes, as long as they are housed in containers that are taller than the candles to catch the wax. The flames should not be exposed. A fee will be billed to the Master Account if Chateau Elan linen is ruined due to wax spillage. The spoiled linen fee is \$40 per item.

Do you have a coat check?

We have coat racks that can be added to your venue, upon request. These coat checks are unattended. For an attended coat check station, there is an attendant fee of \$150. Debussy Ballroom has a coat closet that can be staffed with an attendant for a fee of \$150.

Do you provide heaters/umbrellas for outdoor spaces?

We do not. But these items can be rented from an outside company.

Do you have high chairs/booster seats?

We have a limited number of high chairs/booster seats. If the group requires more chairs than are available, they may need to be rented to accommodate the request.

REHEARSAL

Am I able to host a wedding ceremony rehearsal? When is it scheduled?

A 1 hour wedding ceremony rehearsal is included within your wedding package. The rehearsal will typically take place the day before your actual wedding and set at a time that does not interfere with other booked events. Rehearsal times are confirmed 2 weeks in advance. In the case that your venue is in use at the time of your rehearsal, Chateau Elan will offer another space. We will be as flexible as possible in scheduling your rehearsal. However, it may be necessary to work around other scheduled events.

Will my Catering Manager be available for us during the rehearsal?

Your Catering Manager will ensure the ceremony space is set up for the rehearsal. Your Catering Manager will not facilitate/conduct or attend the rehearsal. Your Wedding Planner should be in attendance to guide you through the flow of the ceremony and provide expert advice.

DAY OF

Where does the bridal party get ready before the wedding?

Staying at Chateau Elan the evening before and evening of your wedding. This provides the couple and wedding party the opportunity to utilize the guestroom(s) for getting ready. A complimentary guestroom is included in the wedding package and additional nights can be added at a discounted rate. Alternatively, your wedding package may also include a Bridal Ready Room. If your package does not include a bridal ready room, you may rent a space. These rooms can have a basic set up of round tables and chairs. You're hair/makeup vendors may need to supply additional items such as extension cords, mirrors, stools, etc.

Where do guests park?

Chateau Elan has multiple parking lots onsite and parking is complimentary for day guests.

Do you have multiple weddings/events on the same day?

While it is not 100% guaranteed, it is possible. Chateau Elan has many unique event venues that are available for use for a multitude of events and client types. It is possible that another wedding, meeting or special event could take place on the day of your event. Chateau Elan does not provide notice or details regarding other events held on property. Timelines are worked out by the Chateau Elan Operations team to ensure that one event does not interfere with the other. If your room is in use for an earlier event, it will be available for set up, per your contract. For this reason, we ask that you communicate any plans for locations/venues such as early set up or pictures, with the Chateau Elan Operations team so you can plan accordingly. It is not safe to assume you are the only event at the hotel. We will give you exclusive use of the wedding venue, during your contracted event time.

What Audio Visual equipment do you provide?

Chateau Elan does not provide audio visual equipment in any of the wedding packages. We are happy to recommend appropriate vendors for your audio visual needs, upon request.

Day of Venue Access

Please refer to your wedding contract for set up time. Chateau Elan will confirm if an earlier time is available 2 weeks prior to the event. Vendors are required to provide their own equipment to transport items to and from the event venue.

Is this venue handicap accessible?

Yes, all public facilities are handicap accessible with access to venues and parking via walkway or elevator. Handicap parking spaces are available in each parking lot. Chateau Elan does not reserve spaces. Some outdoor venues may require special routes or walkways to accommodate handicap guests.

VENDORS

All policies that apply to vendors also apply to friends or members of the family that may be providing decorations or other services such as floral, linens, cake, DJ services and the like.

The client has agreed to provide a full and complete list of outside vendors utilized, if any, and provide complete contact information for each. The client has already agreed to assume all financial responsibility for all vendors and is responsible to directly.

If the Group wishes to hire outside vendors to provide any goods or services at the Hotel during the Event, any such vendors are subject to Hotel's written approval, unless said vendor is listed on the Hotel's approved, preferred vendor list. Regardless, the client should make the Catering Sales Manager aware of any vendors they intend to use, prior to signing a contract. Group will be fully responsible for the actions of any outside vendor and shall contract directly with vendor for the performance and payment of the vendor's services. You will receive a vendor conduct form that requires signatures from all of your vendors.

Power Needs

If you need more than three dedicated 20 amp circuits, please let us know.

Wedding Planners

We ask that:

- *No timing be adjusted outside of the contracted time without approval from Chateau Elan*
- *No promises be made on behalf of Chateau Elan without permission*
- *Final event planner timelines must be received 3 weeks prior to the event, per the contract. Chateau Elan will not accept last minute timelines. All info must be communicated in advance to ensure a smooth wedding day*
- *Any special plans/arrangements must be communicated to Chateau Elan such as, sparklers, outside food deliveries, etc.*
- *Chateau Elan will use the planner's timeline (provided it is given at the appropriate time) to make sure all times match. You will be notified of any inconsistencies and must make a decision as to which timing to choose. Chateau Elan's Operations Team schedules, orders and staffs based on the details in advance.*

Bands/DJ

It is your responsibility to share the bands' rider/requests, as soon as you find out what they are, with your Catering Manager to ensure that all requests can be accommodated. Additional fees apply for a holding room, vendor meals, beverages, extra power, etc. Upon receipt of the band rider, your Catering Manager will confirm if any additional charges apply.

- *Stage sizes must be confirmed in advance*
- *All cords must be taped down*
- *Vendors should supply their own tape, extension cords and ladders*
- *Chateau Elan staff do not Emcee events or announce wedding parties. If you do not have a DJ/Emcee, then you must assign someone to fill that role for you*
- *DJ's cannot hook up their equipment to Chateau Elan speakers. Laptops, Tablets and phones are permitted to connect to Chateau Elan speakers (a fee may apply). In all other cases, DJ's must provide their own equipment*
- *Chateau Elan must be made aware of any outdoor music. Special permission is required*

Florists

Due to the uncertainty of allergies, Chateau Elan cannot store flowers in coolers. Live flowers cannot be accepted any earlier than the day of the function.

Cake

Your wedding package includes a cake. Leftover wedding cake may be taken at the conclusion of the wedding, if your baker provides boxes. If you need an anniversary cake or extra cake, please contact the cake vendor directly to arrange. Chateau Elan does not store cakes prior to or after the event.

Photographers

We ask that your photographers visit the venue prior to the wedding to scout out possible locations for pictures. Please confirm availability of each space before planning photos. Special permission may be required for certain venues, such as the winery.

Vendor Parking

Chateau Elan is glad to offer complimentary parking for day of guests. If vendors require special parking, they must contact the hotel no later than 3 weeks in advance to confirm availability. If the hotel cannot accommodate the vehicle, the vendor is responsible for finding parking.

When do my vendors have to break down?

Vendors must break down at the end of each event. Chateau Elan is not responsible for any items left behind after events. A person should be assigned to pick up all personal items after each event (rehearsal, ceremony, reception, dinner, after party). If items are to be left behind, advance notice is required and your Catering Manager will confirm if the option is available. A fee may be charged if Chateau Elan has to clean up third party décor.

FACILITIES /EQUIPMENT

We will provide, at no charge, a reasonable amount of equipment (i.e. chairs, linen, tables, staging etc.). The complimentary arrangement does not include special set-ups of an extraordinary format that would exhaust our in-house equipment to the point of having to rent an additional supply to accommodate your or other group's needs. If such is the case, we will present two alternatives - rental cost to your group for additional equipment or a change to the extraordinary set-up, avoiding the extra rental cost.

CATERING

Can I have a menu tasting?

Chateau Elan offers a complimentary wedding tasting for up to 4 (four) guests for weddings that contract 100 or more guests. Advance notice of at least 21 days is required for scheduling. The date must be approved by chef before it is confirmed. Your Catering Manager will provide the menu selection guidelines for the tasting.

Can we bring in our own specialty wedding cake or wedding cupcakes? Is there an outside cake fee?

Your wedding package includes a wedding cake. However, you may bring in your own wedding cake, cupcakes, candy display table. Your vendor must supply to go boxes for cake. Chateau Elan does not stock/supply boxes for cake and will not store or refrigerate cakes.

Do you have special meals for guests with dietary restrictions/allergies?

Chateau Elan will make every effort to accommodate requests, but we cannot guarantee that food will not come in contact with specific allergens since we are not a gluten free-nut free facility. If you have special requests or allergies, chef can prepare a special entrée that accommodates the major allergies/dietary restrictions, such as vegan, vegetarian, gluten-free, nut free and/or dairy free.

How do I submit my final numbers for meals?

Chateau Elan will require the specific count, per entrée, 5 business days in advance.

Please do not send a spreadsheet. Chateau Elan staff will not be responsible for counting the final tally of meals or final guest count.

Do you offer kosher menus?

While Chateau Elan does not have a kosher kitchen, we are glad to order kosher meals for guests from an approved Kosher Kitchen for a flat fee of \$100.

Can our guest count change?

Your guest count may fluctuate in the weeks before your special day, so we don't need to know your final count until 5 days before your event. After submitting the final count 5 days prior, if your guest count reduces, you will still be held to your previous final guest count price as chef has ordered based on those numbers. Final payment is due the same day as the final guest count.

Is there a price difference for children?

Children aged two and under are free, but we still need to know how many are coming for seating purposes. Children's meals are available for kids 12 and under for \$30.00. Kid's meal options are chicken tenders, cheeseburger/hamburger, grilled cheese and mac n cheese. Each meal comes with fries and fresh fruit. The same selection is required for all children.

May we bring home any leftover food from the wedding?

We strictly adhere to the Health guidelines and to prevent any mishandling of the food, we will not allow any leftovers to be sent home with our couples or guests. The only food item that is allowed off our property is the wedding cake.

ROOMS AND REGISTRATION

Do we get a group discount for our guests?

Yes. For information on guestrooms, please refer to the "Chateau Elan Wedding Guestroom Policy".

Can I pay for some of my guests rooms?

If you or another party chooses to pay for guestrooms, please contact your Catering Manager for assistance. Special billing needs to be set up, in advance of your arrival, to ensure a smooth check in process for your guests.

Will you block our rooms near each other?

Rooms are not blocked near each other automatically. Room numbers are assigned at the front desk, at the time of check in. If you would like rooms blocked near each other, please notify the Catering Manager and every attempt will be made to accommodate your request. Please note that not all special requests can be accommodated due to various factors (i.e. room type, availability, pet friendly, etc.)

Do you provide shuttle service?

*Chateau Elan has a complimentary shuttle that travels to Chateau Elan venues such as the Winery, Golf Course and Hampton Inn. The shuttle is not scheduled and is only available on a first come, first serve basis to all hotel guests. Shuttle capacities by size and can range from 5 – 10 guests. Our concierge team can assist with referring shuttle/transportation companies that can assist with scheduled transportation needs for your group. Please note that we **do not** provide shuttle service to and from the Atlanta Airport.*

We would like to give out welcome bags for all our guests who are staying at your hotel. Can your Front Desk hand them out for us?

We can have the Front Desk hand your gift bags out to your guests as they check-in. In order to ensure that your gift / welcome bags are handled properly, we have the following guidelines in place:

- *You can request an arrival list at any time from your Sales Manager or Catering Coordinator to be informed of the number of guests that have reserved in your guestroom block.*
- *Bags must be dropped off prior to the arrival of your first guest and they must be labeled with the Group name. Chateau Elan will not deliver bags to guests if they arrive after the guest checks in. Guests may request at the front desk.*

- *If you bring bags to the front desk with no "group name" / label, the front desk has the right to not accept/deliver the bags. You will have the option of returning with properly labeled bags. It is your responsibility to communicate this information to any party that is making gift bags for the event.*

SECURITY

Do you provide security?

Chateau Elan staffs a loss prevention team that patrols the entire building. This includes event spaces and guestroom floors. If an incident should occur, our loss prevention officer will be on site to take a report, properly document it and make sure the necessary departments are notified. If you are looking for continuous security presence we recommend hiring an event security team.

Chateau Elan will not be held liable for items left unattended in function rooms (whether locked or unlocked) and public areas.