



## Chateau Elan Wedding Guestroom Policy

**Please note: It is the client's responsibility to share these details with other individuals assisting with planning or coordinating your event.**

### **Can I block guestrooms for my event at Chateau Elan?**

Yes, there are two options you can consider for reserving guestrooms.

#### **Option 1:** A Courtesy Guestroom Block

- A. You can reserve a block of 15 rooms at Chateau Elan **or** 15 rooms at Hampton Inn
- B. You can reserve a block of 10 rooms at Chateau Elan **and** 10 rooms at Hampton Inn

#### **Option 2:** A Guaranteed Room Block

This option is for clients who need more rooms than what is offered in the Courtesy Room Block. A sales person will assist with your request and confirm if we can accommodate the number of guestrooms requested. Upon confirmation of room availability and guestroom rate, the client will sign a contract agreeing to reserve/pick-up 100% of the guestrooms requested. Contractual obligations and attrition necessitate that the client must provide a credit card to guarantee any shortfall. A deposit may be required based on the number of rooms nights contracted.

A “courtesy room block” and “guaranteed room block” cannot be combined. The client must choose one or the other.

Please be advised that there is an expiration date on proposals for guestroom pricing and availability. If you miss the deadline to accept the rate, your sales manager will confirm availability and resend an updated guestroom rate. Rates and room availability are not confirmed until a signed contract is received.

### **How do I decide?**

Please consider the guests you are inviting to this event. If your guests are price sensitive, we encourage you to consider hosting your overnight guests at Hampton Inn. Once a decision about a room block is made and confirmed with a signed contract, we cannot guarantee that we can make any changes.

### **What is the guestroom rate for my event?**

Once you have selected your dates, your guestroom rate will be quoted by your sales manager, before all taxes and fees. Guestroom rates vary based on the date and are subject to change based on availability.

### **What if I need more rooms?**

Your sales manager will be glad to assist with confirming availability for additional rooms with a new contract. However, you must have already reserved each room in the initial room block(s) prior to adding additional guestrooms. It is very likely additional guestrooms **will not** be available at the original guestroom rate. For this reason, it is important to be as accurate as possible with the initial guestroom block request. If you add additional rooms, you may be assigned a **new** group booking link and reservation code. Please keep this in mind as you plan to communicate hotel details to your guests. It is also possible that at the time of the request for additional rooms, the hotel may be sold out and no longer able to offer additional guestrooms.



### **Can I add more rooms after the initial contract is fulfilled?**

If the hotel has more rooms available, your sales manager can work with you to secure additional rooms. A new contract or addendum needs to be signed and a guestroom rate will be provided. Please be reminded that your original guestroom block needs to be 100% full in order to proceed with a new room block to add additional rooms. If you add additional rooms, you may be assigned a new group booking link and reservation code. Please keep this in mind as you plan to communicate hotel details to your guests.

### **What do I need to do to reserve rooms?**

To reserve guestrooms, we require a signed contract. The contract is used to confirm the following:

- guestroom rate, provided by your Sales Manager
- any financial responsibility that comes with holding guestrooms- attrition
- the last date and time guests can reserve rooms for your event
- when any rooms held in your block would be released- cutoff date
- reservations method and special booking link

### **When can my guests start reserving rooms?**

After your signed contract is received, your sales manager will send you the booking link and special reservation details once our system generates them. This can take up to 3 business days.

We recommend that you encourage guests to book guestrooms as soon as possible. We are unable to provide advance notice of declining availability and do sell out frequently; weekends, especially. As such, we suggest your guests book rooms as soon as possible. Please inform your guests of the cutoff date for room reservations as well.

\*\*\*Tip\*\*\* Send the link out to immediate family members and wedding party first to ensure they book their rooms. A great place to post guestroom booking details early is the wedding website or on save the dates.

### **How will my guests reserve their rooms?**

A booking code will be created for guests to access the group rate. Guests can access the group's rate by using the Hotel's website with a special booking code or by directly calling reservations and referencing your event name. It is important that guests follow these instructions when booking a guestroom to ensure they have access to your special rate and are charged properly.

### **Can you tell me when my room block is full or if the hotel sells out?**

Chateau Elan and its related properties are a popular destination for many. As such it is difficult to predict when a specific date may sell out. To ensure you have the best booking experience, we suggest you encourage guests to book their room as soon as possible. We are unable to provide advance notice of declining availability, but are happy to provide a list of rooms currently picked up, upon direct request to your sales manager.

# Chateau Elan®

## **Will I be charged if a guest cancels their room reservation?**

- Guests can cancel room reservations up until 72 hours prior (Chateau Elan) or 24 hours prior (Hampton Inn) to the date of arrival to avoid being billed (1) one nights Room and tax. If a guest cancels 71 hours or sooner, they will be charged a minimum of one night's room and tax. If the client has promised to reserve a specific amount of rooms via contract, and the guestroom cancellation impacts the minimum number of rooms reserved, the client will be billed for the shortfall.

## **What fees are associated with reserving a guestroom?**

The following fees are associated with guestroom booking:

### Chateau Elan

- Parking- \$19 per night, currently and is subject to change
- Resort Fee- \$49 per night, before 7% sales tax. This fee is subject to change- includes Live Entertainment on weekends, resort pool access, daily wine tours, recreational club access (tennis, basketball, volleyball, corn-hole), (1) complimentary driving range token, daily scheduled resort activity, resort bicycles, business center access, wireless internet, unlimited local calls, in room coffee and daily newspapers
- 3% credit card fee
- Booking Deposit- a non-refundable booking deposit of \$15 is required to hold each individuals reservation. The deposit will serve to confirm the reservation, and upon check-in, shall be applied as a credit against the final room and tax charges.
- Room rates are subject to applicable state and local taxes in effect at the time of check out. Current fees are 15% occupancy tax and \$5 Georgia Hotel/Motel fee.

*\*\* Taxes, fees and their inclusions are subject to change at any time\*\**

### Hampton Inn

- Complimentary Parking
- 3% credit card fee
- Booking Deposit- a non-refundable booking deposit of \$15 is required to hold each individuals reservation. The deposit will serve to confirm the reservation, and upon check-in, shall be applied as a credit against the final room and tax charges.
- Room rates are subject to applicable state and local taxes in effect at the time of check out. Current fees are 15% occupancy tax and \$5 Georgia Hotel/Motel fee.

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