



## Frequently Asked Questions

**A: Should we schedule Appointments?** - We humbly request that you schedule an appointment during our available hours to serve you better and provide you with personalized attention. All office hours are by appointment and we are happy to accommodate late night and work schedules to give you the attention you deserve.

**B: Can we supply our own Food and Liquor?** - At Elegant Assets, outside of your wedding cake, we do not permit outside catering and food service items, such as your food and bar wash that is served to guests. However, with Elegant Assets, you **MUST** provide your own alcohol and beer! You will enjoy the economic advantage by doing so! We provide the wash package, bartenders and all of the supplies needed! You just supply your liquor, beer and Wine!

**C: Since we have to supply our own alcohol, when can we bring it in?** - You may bring in your items day of the event or during scheduled drop off times the week prior to your event. We will set up a time that works for your schedule. Beer will be chilled prior to event and stocked for you! End of event it will also be available for easy reload at the end of the evening!

**D: Are there any restrictions as to what kind of alcohol or beer we may bring in?** - You may bring bottles or cans! We however do not allow keg beer on premises since we do not have the ability to serve and control temperature in our systems. If you would like "shots" you must provide shot glasses.

**E: When are we able to decorate?** - If you're room is not booked prior to you may come in and decorate before hand during normal business hours. If the center is booked, you may drop off your items are part of your day of coordination package and we will take care of that set up for you, or set up items the morning of your event after 10am.

**F: When can we bring in cakes and fresh flowers?** - Cakes and Fresh flowers may be brought in day of event. We cannot store your cake or flowers in our coolers. Likewise vendors are responsible for placing your cake/flowers to limit any damage day of your event. These items should be the responsibility of your baker/florist and your baker does assume all liability for food safety and liability as a result of providing this item.

**G: Are there any limitations on decorations?** - We ask that no arches be placed in hallways, entries, exits and all areas must be free to travel for safety reasons without obstructions. If you bring in your own centerpieces and they have candles, they must be contained or submerged under the surface. No open candles or flame is allowed. Flame resistant materials are required. We do not allow confetti, birdseed, sparklers, dry ice, smoke machines or pyrotechnics. Nothing also can be staples, nails, taped or tacked to walls or floors, or hung from chandeliers and ceilings that would cause permanent damage. Any damage done or "special" clean up will result in your group being billed clean up at \$100/hour. All of your decorations and left overs must be taken home at the end of the function. We reserve the right to approve decorations or request approval or modification should items jeopardize the safety of guests or present the possibility of damage. If you are unsure let us know and we are happy to assist you in creating your vision and coming up with a plan that is safe, avoids damage and achieves your goals!

**H: Can you provide centerpieces?** - Yes, we do have centerpiece creation available as part of our Elegant Assets Line up! We offer a wide array! Ask for details. You may also bring your own! Please note however that any items which would add to the place settings such as napkins, and chargers must be on site no later than 7 days prior to event or a room reset charge will apply! We are happy to use your items, we simply need them on site for our set ups.

**I: What color are the napkins and tablecloths and Chair Covers?** - We offer white, black and ivory as part of the basic package for linens and chair covers are available in white black and ivory with any color sash you wish (at an uncharge) . However, we do have the ability to upgrade to any pattern, line or size as we have over 156 options in house! All linens for events are provided through Elegant Assets Events with all events and include both your set up and removal!

**J: Can we have special seating arrangements?** - Yes, seating chart must be provided to our office no later than 7 days prior to event. Your chart must coincide with final count and placement will vary based on final number of guests . Let us know your thoughts and we will provide a layout based on the table size and placement that fits with your final count and help you organize the layout to meet your needs!

**K: When are all of my details due?** - A final guaranteed count, details and menu are due 30 days prior to your event. Final layout of your room is requested 14 days prior but due 7 days prior, and Final payments are due no later than 7 days prior to your event. Outside items that will go under place settings, special adapted place settings and chargers must be on hand no later than 7 days prior to event as your room may be set up to 1 week prior to event depending on event schedule. Keep in mind that everyone will eat and need a seat including your vendors!

**L: Can we smoke or provide cigars?** - Elegant Assets is a non smoking facility however we do have an outside area available for smoking. Feel free to set up any times you'd like in that area! Please note all items must adhere with local laws and regulations and host assumes all liability as to such.

**M: Do you provide security?** - Security is provided in house however any event with a count over 175 may require additional security needs. Ask for details.

**N: Do you accept credit cards?** - We accept cash, check and money order. Credit Cards are accepted but are charged a 3% credit card fee.

**O: Do you provide samples?** - We do provide samples during our yearly open house and tasting events. These are excellent to try samples, tour and meet our team! Need additional tastings? Private tastings are available at \$50pp and is delivered to your home! Ask for details!

**P: Will you change prices after we book?** - Once you book your package is locked in at the date of booking. Your package price cannot be changed on you as you are locked in. Sales Tax, and service charges are clearly outlined and added to your final payment and prices are guaranteed once your signed agreement and FULL booking deposit is received. Cancelling or changing your date will result in any coupon, discount, specials to be voided and rebooked at current rates. Gratuity as always is at clients discretion.

**Q: Can we take home food?** - We do not allow any food with exception of cake to be brought into our out of facility. Left overs are offered during dinner service in the form of "seconds". Your guaranteed number of servings will be prepared and served to guests and provided to clients so rest assure what you paid for you are served! Do you want extras, or have a special situation? We are happy to help! Ask us for more details.

**R: Can we have our ceremony on site?** - For the ceremony package upgrade fee listed on your enhancements page, you may have your wedding in our courtyard. You must however supply your own clergy. This package enhancement adds an additional hour to the beginning/start of your timeline to allow for your ceremony and photo periods as well as provides staff and the flexibility of an on site all in one day! In the event of rain, ceremonies may be moved indoors to the dance floor however ceremony add on fee is non refundable as the extra added time prior to your package start will still be utilized in your timeline. Ceremony held in the ballroom during the traditional package time are permitted at no charge and will count toward the basic silver or gold package timeline. Rehearsals may be held based on availability and are added per the rehearsal enhancement package. Whether it be drop off and practice or a full dinner situation we can meet any need! Ask us for details!

**S: Are you handicap accessible?** - In some areas we are a multi level facility and access is not available to all areas and entrances, however there is a handicap entrance and accommodations for our handicap guests. Please tour and be sure to inquire prior to booking.

**T: What about Sundays, Fridays or off season discounts?** - We do have discounted rates for Sundays/Fridays and also offer off season promotions! Ask us for details.

**U: How do you book a date with Elegant Assets?** - Once you select your date we require a security deposit of \$500 to secure your space. All deposits are refunded at completion of event provided there is no damage/overages.

**V: How Can I Learn More?** - Just Ask Us! We are family owned, operated and happy to assist you with those questions, timelines and details! Email us at [MYEVENT@MYELEGANTASSETS.COM](mailto:MYEVENT@MYELEGANTASSETS.COM) to set up your personalized appointment and tour!