



Welcome to the Castleton Family! It is truly an honor to be working with you to plan your very special day. As a little introduction to all of the excitement that wedding planning can bring, we have put together a quick “cheat sheet” introducing our office staff and some common questions we receive. When you come in to tour it is our intention to touch on all of these things, as you know there is just so much to review, so in case we missed something here it is ☺

*First - we are an office of THREE! I am Stephanie – I have worked at Castleton for 17 years, this is my home and my passion is to make your perfect day come to life! I meet with many couples for their details appointment (6 months before the wedding) and often go over the final head count two weeks before your event. I also would typically handle any billing questions. For reference my email is Stephanie@castletonbcc.com.

Alex is our Banquet & Conference Sales Manager, she is loved by so many couples for her friendly and positive attitude. If it is possible, Alex will make it happen. She has been working at Castleton for 10 years and has worn many hats in our building! She works full time in the office and works tirelessly giving tours, answering your questions, setting up our large food tastings and contacting you when it's time to come in for an appointment! For reference Alex's email is Alex@castletonbcc.com.

Diane is our Waterfront Dining on Cobbett's Food & Beverage Manager. We fondly refer to her as the “Office Mom”, her warm demeanor and experience make her so important to our team! For 6 years she has been the calm to our crazy, this translates from day-to-day in the office right onto the floor for events or Waterfront Dining on Cobbett's. Diane too wears many hats - giving tours, answering your questions, and setting up any larger dinner parties for Thursday's Waterfront Dining on Cobbett's. If you are looking to schedule your rehearsal dinner here, she is your girl! For reference Diane's email is Diane@castletonbcc.com.

PLANNING

*Your wedding planning will be kicked into high gear 6 months before your wedding date. Alex will likely reach out around this time about the food tasting (*see information about tasting below*) and then again about setting up your six month/details appointment.

*At your six month/details appointment we will review any vendor contact information you have, discuss your menu selections, and set up your drop off and rehearsal the week of the wedding. Your second deposit, 50% of your food minimum, is due at this time.

*After your six month/details appointment we typically do not need anything from you until your final head count two weeks before the wedding (exact date given at the six-month appointment). This is going to feel like an eternity of not hearing from Castleton – we did NOT forget about you. We are here if you need anything at all!

FOOD TASTING

*The food tasting is usually scheduled around your six month mark. This is a large tasting for all of our couples getting married within a specific time frame (we usually host three a year). Alex will reach out with the information about the tasting and collect RSVPs to the event.

*The tasting will feature MOST of our dinner entrée options and several hors d'oeuvres that the chef hand selects. Please understand at the food tasting we cannot offer every item on our menu as it would be an impossible undertaking with all of the selections we offer. We do our best to feature the most popular items.

*You have TWO complimentary seats to the food tasting, if you wanted to bring any additional guests, we charge \$35pp.

FINAL HEAD COUNT

*Your final head count is due on a Wednesday, two weeks before your scheduled event. When you come in for your six month/details appointment you will be given the exact date of the final head count.

*The final headcount is a phone call, taken during business hours, 9am – 4pm. We review the full menu, number of guests/meal selections and vendors again. At the end of the call, I will email a final invoice to you. The final invoice can be adjusted up until the following Wednesday (one full week). After that week/grace period your count is considered finalized and menu locked in. We can only add guests at this point.

WEDDING COORDINATOR / HOSTESS

*All of our wedding coordinators have worked at Castleton for many years and specialize in making your day run as smoothly as possible. Your wedding coordinator is not someone from our sales office, they are a fresh perspective that handles every detail of your specific event.

*Your wedding coordinator arrives two hours before the event and will be responsible to set out any décor you bring in. Please keep in mind if you have a lot of DIY décor, it may not be completely set up by the time you arrive. The items given to them must be assembled as much as possible, the coordinators will place the items out but will not alter them. For example, they will not remove stickers from items or cut and arrange flowers into a vase. If they need to fill a vase with water because it cannot be transported that way, they are happy to do that. They will also light any candles or turn on anything that is battery operated. Your coordinator is happy to assist in the ceremony set up, they can place items along the aisle or on pillars at the trellis. If you plan to hang something on the trellis, often fabric or florals, please have someone designated to do this. We highly recommend a florist. If you plan to bring it in yourself, you will have access to this space an hour before the ceremony begins.

*The wedding coordinator is onsite to keep to your previously discussed timeline as closely as possible. There are so many different factors the day of and your effort and willingness to stay on schedule is imperative. Your wedding coordinator will be your best friend that day – let them handle the details, their only goal is to make your experience picture perfect!

WEDDING COORDINATOR / HOSTESS CONT.

*Your wedding coordinator will gather up any décor/items at the end of the event and put them onto a cart, to be ready to review with you. Typically, items are packed in the last half hour of your scheduled event. Again, if you brought in a lot of décor expect that it could take some time for them to finish packing up once the event is concluded. You are expected to bring home any of your items the night of the event (including all cards and gifts). If anything is left - our house policy is to have the item(s) specifically documented and signed by both the coordinator and a responsible party. The item(s) can then be picked up the following week during office hours. Please contact the sales office to do so. If not picked up within a two-week window the items will be disposed of.

*Your wedding coordinator is part of your day and included in the overall gratuity of your event. We are often asked if tipping is appropriate. It is certainly not necessary but often considered customary and always appreciated!

DROP/REHEARSAL

*The drop/rehearsal is done with your wedding coordinator the week of your event, typically on a Wednesday, Thursday, or Friday evening.

*First is the **DROP OFF** expect it to be a **FULL 45 minutes** to go over the menu and timeline one last time. This is going to sound very repetitive. From our perspective we can never be too cautious making sure every detail is correct. Please be patient with us! During the drop off the coordinator will expect to go through the paperwork given to you at your six month/details appointment. This paperwork includes: Order of Introduction, Processional, Head Table Diagram & Floor Map. Keep in mind you may or may not have all of these papers to fill out and return based on the specifics of your event.

*Second is your **REHEARSAL**, this is scheduled in a 30-minute time block. You **DO NOT NEED**, but are welcome, to have your officiant attend the rehearsal. The rehearsal is mainly for our coordinator to show you where you will stand, etc.

FLOOR MAP

*When putting together your floor map remember the tables hold 8-10 guests per table.

*We offer White, Champagne or Black Tablecloths and multiple napkin colors to choose from.

*Your table linen colors are confirmed at your final head count and cannot be changed after that date.

*We ask that a copy/picture of your floor map is submitted to our office by Monday the week of your event. This can be emailed to anyone in the sales office, OR faxed to 603-894-6503.

*A hard/original copy of your floor map is due at your drop off appointment.

BRIDAL SUITE

*Per your confirmation letter you will have access to this space 90 minutes before the scheduled start of your event.

*As a house policy the bridal suite can be used for hair/make up touch-ups but not to be used for full hair and make up application.

*You have access to the suite throughout the event. Once cocktail hour begins our coordinators will plan to leave the bridal suite unlocked so you may go in and out of the suite as you wish. The closet in the bridal suite will remain locked throughout the entire event. If you prefer the entire suite to be locked throughout the event please discuss this with your coordinator at your drop off appointment.

BRIDAL SUITE CONT.

*All food and beverage in the bridal suite must be pre-ordered off our Bridal Suite Enhancements Menu. Please remember there is NO bar service (besides beverages listed on this menu) until after the ceremony is over.

PAYMENTS

*There are three scheduled payments for your event, the first is the \$1,000.00 deposit with the signing of your confirmation letter. The second deposit is made six months before your event at your Six Month/Details appointment (50% of your food minimum). The final balance is due the week of your event after your head count is called in!

*All payments can be made in cash, personal check, bank certified check, credit card or debit card.

*If using a CREDIT CARD we accept Visa, Discover, MasterCard and charge a 2% convenience fee.

*Final payment for your event is due by Monday the week of your event.

RANDOM MEASUREMENTS / THOUGHTS

*Please visit the COMMONLY ASKED DIMENSIONS tab this will help with many décor questions!

*Candles are allowed as long as the flame is enclosed in glass. We are not permitted to light any exposed flames such as a candlestick.

*We do not allow confetti, bird seed, rice or silly string of any kind in the building or in the ceremony area.

I hope this helps to answer some of your questions and can be used as a reference in the following months. We are so excited to be a small part of your very special day. Most importantly know that you are in good hands, we love our couples, appreciate your business and cannot wait to make your day extraordinary!

Welcome to the Family!

Stephanie Hamlin
General Manager

Castleton Banquet & Conference Center
WATERFRONT DINING *on Cobbetty*

www.castletonbcc.com

603.898.6300