



# MOOSE

HOTEL & SUITES

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[WWW.MOOSEHOTELANDSUITES.COM](http://WWW.MOOSEHOTELANDSUITES.COM)

# WEDDING DAY FAQ

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## Where do my guests park?

Complimentary parking is available at all of our venues for those staying overnight in our hotels. Parking is on a first come, first serve basis. Underground, heated parking (6'7" clearance) will reach capacity on weekends. Nearby parking is available for oversized vehicles. The Town of Banff offers paid street-side parking adjacent to the hotel. All other guests must use alternate parking.

## How long can the reception last?

Until Midnight. Times may be extended with prior approval from the Hotel General Manager at an additional charge of \$150 per hour. The maximum is until 1:00am, with the last drink call at 12:30am.

## Who is my onsite contact person?

14 days prior to arrival your Sales & Catering Coordinator will transfer your wedding file to the Food & Beverage Manager of the venue. From this time onwards, the Food & Beverage manager will be your primary contact and will be on hand on your wedding day to ensure all goes well.

## Can our dog or cat be part of our wedding?

Unfortunately our indoor banquet spaces at the Moose Hotel & Suites are not pet friendly. Some of our guestrooms are pet-friendly and the pet-friendly room must be requested at time of booking to guarantee a pet room. A pet fee of \$25 applies per pet, per night. We do ask that your pets are not left unattended in the room.

## Do you provide an emcee?

The venue will not provide an emcee. We suggest a family member, close friend, or DJ to emcee the event.



# FOOD & BEVERAGE FAQ

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## Can we bring our own food or wedding cake?

Due to licensing, health regulations and insurance requirements, all food and non-alcoholic beverages served must be supplied and prepared by the hotel. Additionally, no remaining food or beverage may be removed from the premises, with the exception of Wedding Cakes/Cupcakes. A Cake Plating fee is included in each package. The cake/cupcakes can only be delivered the day of the event and must be in a proper bakery box or similar. Our Food & Beverage Department will assume no responsibility for the cake/cupcakes. Details of the delivery of such items must be arranged in advance. Please bring a cake knife & server.

## Are menu prices guaranteed?

Due to the fluctuation of the price of food, all prices are subject to change without due notice, however, the venue will guarantee prices 30 days prior to the event.

## Can I bring personalized bottles of liquor for wedding favours?

Yes; however the wedding favours must be given upon guest departure from your wedding reception. All liquor provided for the event is supplied by the venue only.

## Is the bartender included?

The service of one bartender is included in some wedding packages. Each additional is \$175. The number of bartenders needed is determined by the number of guests. Corkage fee may be available in the Darch Suite at General Managers discretion.

## Can we have a candy bar?

Yes; the wedding couple are to provide all the jars, tongs and bags for the candy.



# MISCELLANEOUS FAQ

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## HOW MUCH WILL MY WEDDING COST?

The cost of your event will depend on the ceremony package, reception package, food & beverage selections, final numbers, or any other additions selected. Expect your initial cost estimate to fluctuate, both up until 21 days prior to arrival when all details are finalized, and after the event for any charges based on consumption, i.e., bar spend.

## EXTRA COSTS & ARRANGEMENTS

- Alcoholic beverages
- Wedding cake
- Overnight accommodations
- Décor and flowers
- Additional bartenders
- Place cards – required for plated service
- Table numbers
- Entertainment
- AV requirements

## WHAT IS A SOCAN FEE?

By law, groups using music must be charged a surcharge from SOCAN (Society of Composers, Authors & Music Publishers of Canada) which will be added to your final invoice. The rate is based on the venue you are booking. Please inquire accordingly.

## WHAT IS A RE:SOUND FEE?

RE:Sound is a Canadian not-for-profit music licensing company dedicated to obtaining fair compensation for artists and record companies for their performance rights. Use of Music to Accompany Live Events was certified by the Copyright Board of Canada on May 26, 2012. Hence, by law, groups using music must be charged a surcharge which will be added to your final invoice. The rate is based on the venue you are booking. Please inquire accordingly.

## DO I NEED TO HIRE A DJ?

There is a sound system in the Antler Room recommended for speeches or ambient background music only. For dancing we suggest renting your own speaker or hiring a DJ.

## WHAT IS MY SALES & CATERING COORDINATOR'S ROLE?

Your Sales & Catering Coordinator is here to assist with all venue related queries and arrangements including banquet room, hotel, guestrooms, hotel, rehearsal dinner and food & beverage arrangements. Should you require extra assistance in scheduling your day, arranging décor, finding vendors, or generally planning all the intricacies of your special day we can suggest several outstanding professional wedding planners that are familiar with our facilities.

# THE FINE PRINT

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## DEPOSITS & FINAL PAYMENTS

The Venue requires a non refundable deposit in the amount of \$1,500, which the Venue must receive with the signing of our contract in order to guarantee a hold on the space. A secondary deposit of \$1,500 is due 60 days prior to the event. If the deposits are not received, the Venue will no longer be required to continue to hold the space requested. Full payment is due a minimum of 21 days prior to the event with payment for any additional charges incurred will be invoiced post event accordingly.

## CATERING & EVENT DUE DATES

Food & Beverage will be charged according to the guaranteed number of guests or on consumption, whichever is greater. If no guaranteed number is provided, the estimated attendance on the final signed contract will serve as the guarantee. A 20% reduction in the original contracted guest count can be made without penalty up to 21 days prior to the event. Further reductions made within 21 days prior to the event will result in the full charge of anticipated food & beverage revenue.

- Menu Choices: Final menu selections must be submitted a minimum of 45 days prior to the event.
- Seating Chart: Final seating chart must be submitted a minimum of 30 days prior to the event.
- Floor Plan: Final floor plan must be must be signed and returned with 30 days prior to arrival.
- Banquet Event Order: All functions will receive a Banquet Event Order outlining all event food & beverage services, which must be signed and returned with 30 days prior to your event.
- Final Count: Final Guaranteed Guest Counts are due 21 days prior to your event.
- Catering: Individual Entrée Choices (If a plated menu is chosen) are due 21 days prior to your event, along with a seating chart indicating specific plated orders. Wedding Couple is to provide colour coded place cards or place cards with a symbol indicating choice.

## FORCE MAJEURE

The performance of this Agreement by either party is subject to acts of God, government, authority, disaster, or other emergencies, any of which make illegal or impossible to provide the facilities and/or services for your event. It is provided that this Agreement may be terminated for any one or more of such reasons by written notice from one party to the other without liability.

## CANCELLATION POLICY

Should it be necessary to cancel your wedding for any reason, the Venue will suffer damages. Wedding Couple agrees to pay the Venue, at the time of cancellation, a liquidated damages fee, as follows:

- Cancellations received outside of 90 days prior to arrival date, a cancellation fee equal to your non-refundable first deposit (\$1,500) will be retained by the Venue.
- Cancellations received more than 60 days but less than 90 days prior to arrival date, a cancellation fee equal to 50% of the total anticipated event revenue.
- Cancellations received less than 60 days prior to arrival date, a cancellation fee equal to 100% of anticipated event revenue.

All cancellations must be received and confirmed in writing to the Events Department by email to [events@banfflodgingco.com](mailto:events@banfflodgingco.com).



1 (800) 563-8764



[www.banfflodgingco.com](http://www.banfflodgingco.com)



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