



CASTLETON

BANQUET & CONFERENCE CENTER

WELCOME TO THE CASTLETON FAMILY!

The Armstrong Family has owned and operated Castleton for over 35 years. We want you to feel like the most important part of our family, because you are! 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 - A LITTLE INTRODUCTION TO OUR OFFICE. WE ARE AN OFFICE OF THREE!

- Stephanie is our General Manager and has worked at Castleton for over 20 years; her passion is to make your perfect day come to life! Stephanie is always available to answer questions throughout your planning process, meets with couples to review their event details six months before the wedding and often takes your final head count two weeks before your event and emails you the final invoice. Typically, any billing questions can be directed to Stephanie!

For reference her 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 14 years and has worn many hats in our building! She works full time in the office and works tirelessly giving tours, organizes our large food tastings, and meets with couples to review their event details usually six months before the event!

For reference Alex's email is Alex@castletonbcc.com.

- Julia is a very important member of our team – she is in our office part time right now focusing on touring couples to showcase our beautiful building and keeping us organized in the office. Julia is no stranger to all that Castleton can offer; she has been a part of our family for 16 years! You can find her working many events as a Hostess or Banquet Captain. Her knowledge of Castleton's events and customer service is second to none!

For reference Julia can be reached at Sales@castletonbcc.com.

PLANNING

- Your wedding planning will be kicked into high gear 6 months before your wedding date. We will likely reach out around this time about the food tasting (*see information about tasting below*) and then follow up 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*). We 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 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 \$40 per person.

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 week before the final headcount is due, we will email you to set up a time for a phone call to review your final numbers.
- The call is 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 we 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.

DROP/REHEARSAL

- The drop/rehearsal is set up at your six month/details appointment. Please keep in mind this date/time is subject to change based on our event schedule. We will do our best to inform you of any changes as soon as possible. Please keep in mind we often host weekday events and could have an event in progress when you arrive.
- The drop/rehearsal is done with your wedding coordinator the week of your event, typically on a Tuesday, Wednesday, or Thursday evening, 5:30pm and on.
- 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.



DROP/REHEARSAL CONT.

- It is very likely that we will have other drop/rehearsals scheduled the same night as yours. The ceremony space is booked for 30 minutes for each rehearsal. If you are not ready to start the rehearsal at the time frame you have booked, your coordinator may need to move the rehearsal to another area on the grounds that will have similar layout to the ceremony location you will utilize the day of. We will accommodate to the best of our ability but please keep this in mind.
- The complimentary rehearsal is strictly the rehearsal and does not include dinner. We can host a rehearsal dinner during the week. For more information about rehearsal dinners please reach out to us to review our Waterfront Dining on Cobbetts menu.

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 for setting 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, 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 floral, please have someone designated to do this. We highly recommend a florist. Your coordinator will not hang or attach anything to the trellis. If you plan to bring it in yourself, you will have access to this space one hour before the ceremony begins.
- During the event the wedding coordinator is here to be the liaison between our staff and you. They will help to keep you on the previously determined timeline. There are so many different factors the day of your event and your effort /willingness to stay on schedule is imperative. Your coordinator is also vital in our food service, during dinner they are often in the kitchen helping to get food to your guests as quickly as possible.



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. *Please be aware that we will not keep any leftover cake/dessert times that were delivered to Castleton from an outside baker.* 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!

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.
- 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 cannot be used for full hair and makeup 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.
- We ask that you designate one person in your party to be responsible to transfer and count the cards/gifts into the closet/safe once cocktail hour is over. Please be aware that after cocktail hour we do not leave a card box out. At this point guests will need to give their gift to the appointed person who will then go back to the suite with our coordinator to lock it up.
- 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 on Monday, the week of your event.
- 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 3% convenience fee.

RANDOM MEASUREMENTS/THOUGHTS

- On our website we have a FAQ tab that helps to answer many décor questions include the square footage of each of our rooms!
- 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, birdseed, rice or silly string of any kind in the building or in the ceremony area. During an onsite ceremony, we ask that any flower petals thrown are real. They often end up in the pond!
- The Garden Ceremony aisle is cobblestone and measures 4' wide and 38' long from trellis to trellis. The trellis measures 6'-4" high by 4'-2" wide with 4 - (4" posts). It takes approximately 6 yards of fabric to drape the trellis across the top.
- If the Garden Ceremony location cannot be used for the ceremony (inclement weather) your choice of ceremony location will either be on your patio (will hold roughly 80 chairs with room for standing) or can be brought into your dining room.

We 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!

The Castleton Team

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BANQUET & CONFERENCE CENTER

with WATERFRONT DINING on Cobberts

www.castletonbcc.com
603.898.6300