

The West Carleton

BANQUETS & WEDDINGS

FREQUENTLY ASKED QUESTIONS: August 2010

FACILITY

How many guests can the facility accommodate?

We recommend a max of 300 guests for a cocktail reception (guests are standing & mingling). For dinner service in the Great Hall we are able to accommodate up to 200 guests for buffet service & 250 guests for a full plated dinner. These numbers are based on tables of 10 people each. Keep in mind that any musical, decorating or theatrical equipment will impact your square footage & max. seating capabilities. If you have larger group numbers, some tables may be packed up off the dance floor at room refresh. For onsite ceremonies (optional upgrade service), we are able to accommodate 165 seated guests, plus the wedding party standing. We now also have a Bridal Suite Rental which may be purchased (in addition to your standard rental fee).

Can we invite more guests after dinner? What about parking?

Yes, you can invite guests to the after-dinner reception. The capacity of WCMC is up to 300 guests. Free parking is available for up to 150 vehicles. The Great Hall can accommodate up to 18 guest tables while still allowing space for a dance floor, DJ & late night snack. Once the dance begins, you will find that guests will mingle throughout the facility & gardens. Many will enjoy the party in the Great Hall, while other guests will retreat to the patios & quiet areas to enjoy a visit with friends & relatives. WCMC offers exclusive use (only your reception takes place that day), & your guests will appreciate the privacy & comfort afforded by our facilities. Please note that if additional tables are required beyond those at dinner that advanced notice is required & charges will apply.

Guests may leave vehicles overnight until the following morning & take a taxi. WCMC does require pick up of vehicles by 12 noon the following day to ensure sufficient parking for the following event. Alternatively, we also highly recommend considering using shuttle services for the convenience & safety of your hotel guests. See REFERRAL(S) PDF.

Where are the nearest overnight accommodation?

We have 2 hotels conveniently located within minutes from WCMC: See Referrals) PDF.

***Country Inn & Suites (Ph: 613-599-7767)**

***Holiday Inn Select (Ph: 613-271-3057)**

*MAPS & DIRECTIONS for both properties are available on our website (www.wcmcweddings.com).

What is your smoking policy?

As is required by Ottawa by-laws, the West Carleton has always been, & continues to be a non-smoking facility. There are designated areas outdoors for those guests who wish to smoke.

Are you wheelchair accessible?

Yes. All areas of the facility (excluding the Loft and optional Bridal Suite rental) are completely accessible. There is designated parking located near the front entrance.

Can I take pictures onsite?

Yes. You have *exclusive* access to the wedding gardens for the purpose of photography during your event access time. You may wish to have your photographer schedule an appointment to walk through the facility prior to your wedding day. The photographers noted in the referral list are already familiar with WCMC & the various photo opportunities at their disposal.

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Can we bring our pets?

As food is prepared & served onsite, and we wish to be respectful of clients with allergies, we do not permit animals on site (with the exception of guide dogs & service dogs for medical purposes). We suggest you have your photographer capture moment with your favorite pet before arriving. No live animals (i.e. goldfish, doves, butterflies, etc.) are permitted on site.

How long do we have the facility?

You have access to the building for **drop offs 3 hours prior to your event start time**. For instance, if you are doing an offsite ceremony and plan to arrive at WCMC for cocktail hour & photos at 4pm, then your drop off time for deliveries would be anytime after 1pm. Onsite ceremonies at WCMC may commence anytime from 3pm onwards. Evening cocktail receptions commence as early as 7pm. If additional access time is required for additional set up, Band set up, or other deliveries, please inquire with WCMC about facility availability & additional fees that would apply. Entertainment, food and beverage **services end at 1am** with all equipment/belongings being removed for **lock up at 1:45am**.

DECORATING

Can I bring in my own decorations?

The warmth & elegance provided by the surroundings at WCMC speak for themselves, & therefore, little supplementary décor is required. WCMC provides standard decorating, including use of complimentary centerpieces in wedding white with greenery, professionally designed florals, as well as 27 linen colors to choose from, as part of our facility services. Couples are free to arrange delivery & set up of their own centerpieces & add their own special touch to their designated signing, gift & cake tables on their special day. WCMC set up staff will receive deliveries **3 hours prior** to your event start time & **place name cards and favors** (pre-event). The bride & groom are responsible for the placement of all other table top decoration (s).

For something more elaborate, **Upgrade Packages such as long linens, & other décor can be arranged through WCMC or our approve supplier, PCX Decor** (Note: These are the only suppliers permitted for ceiling treatments at our venue). Please indicate your décor needs/intentions in your Request For Quote after you have toured, and we would be pleased to provide you with an estimate for services (includes Administration, set up & dismantle in the listed rate, so you have nothing to coordinate on the big day as it is all arranged internally). OR, contact our office in advance for more information if your wishes are to go with your own outside supplier for services (such as table top linens, chair covers, backdrops, etc.). We will be able to advise you on what is feasible and provide you with an **Outside Supplier Agreement/Client Guarantee** to have on file (indicating YOU are coordinating the time lines & logistics involved for your own set up & dismantle, any associate labor & all other details needed (such as advanced delivery to WCMC if required) to ensure all goes smoothly. We may also be better able to advise you of any applicable fees (i.e. such as rates for early access (if possible), or additional power (if needed) to factor into your overall budget when planning. If you are planning to go with your own outside supplier and arrange this yourselves, you will want to ensure you are fully up to speed so that you can have all details in place with your service provider (DJ, Florists & Cakes following standard procedures are exempt).

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CEREMONY

Can we have an onsite wedding? What about wedding rehearsals?

Yes. On-site weddings are a key feature of the facility, & are possible for an additional fee. This ceremony package includes complete set up of chairs (up to 165 guests) & use of complimentary florals/decorations for your ceremony. WCMC offers Outdoor Garden Weddings during the summer months (weather permitting) & Indoor Weddings year-round (see ceremony rates/info for further details in our PDF icon Information for full details). The package includes the set up & tear down of one site & access for a self-run rehearsal. The bride & groom are responsible for hiring their own service provider & organizing the rehearsal itself (see our Referral list for providers). While not every couple requires a rehearsal, for those who like one, a **one hour rehearsal time will be assigned** by WCMC at one of our ceremony locations as close to your date as possible (according to facility/staffing availability). As the facility is booked with receptions Fridays, Saturdays, & Sundays (& offers exclusive use), rehearsals are **typically scheduled for Thursday evenings**. Your exact rehearsal time will be determined closer to your wedding date so that you may give your service provider & wedding party ample notice.

Note: 2-2.5hrs timeframe (cocktail hr) is required after your onsite ceremony for WCMC to complete the ceremony change over to dinner set up.

Note: We regret that we are UNABLE TO OFFER CEREMONY ONLY SERVICES to couples, as our venue is booked exclusively for the day by the couple doing their dinner or cocktail reception at our site (i.e. the ceremony is an optional upgrade rental once booked).

What about music for my wedding service?

WCMC has a CD Player & Sound System at both wedding locations (Great Hall or Courtyard Gardens) for your designated guest to play your ceremony music. There are also outlets available in the hall & on the patio for musicians requiring power. All musicians are responsible for their own equipment.

CATERING

Does WCMC provide all the catering? What about taking food home?

Yes, WCMC has an extensive menu provided by it's own catering department. All food (with the exception of wedding cake), is provided by WCMC. Please let us know in advance if there are any special dietary requests. Due to health & liability reasons, we do not re-serve platters, pack up "leftovers" or leave perishable food out for more than 2 hours. However, if your wedding cake supplier would provide us with boxes, we would be pleased to box & return your wedding cake for you at the end of the evening.

What about kids meals? Are there any special requirements/concerns regarding children?

Yes, we have meals available for children at discounted rates (once adult guest min. requirement is achieved), depending on the age & the menu requested. Children 5 years & under dine free of charge, while those between 6-11 years dine for ½ price, & guests age 12 & over are full price. We offer kids the same soup, salad & dessert as the adult meals. For the main course, kids may dine from the buffet **OR** if you have selected a 4-course plated dinner, you may choose from a chicken strip entrée **OR** pasta (choose 1). WCMC recommends that children be seated at the table with a parent/guardian & under direct supervision. WCMC has high chairs & booster seats available for your convenience. Please make a note as to where these should be placed in your seating plan. Also note, that as WCMC is a facility geared towards adults—with a pond, rocks, winding staircase, etc.—it is the responsibility of the bridal couple hosting the event to ensure that all children are supervised at all times by a responsible adult.

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What about food allergies and special dietary concerns?

Our catering department makes every effort to accommodate special dietary requirements. When at all possible, our chef is happy to adjust the plate or provide a substitute item in accordance with the guest's needs. All special requests are required no later than 2 weeks prior to the event in order to provide us with adequate time to prepare. Please note: we cannot guarantee a 100% allergen free kitchen (with suppliers bringing outside food stuff on the premises; see Terms and Conditions for further details).

Do you provide food tastings?

WCMC is pleased to provide photos and letters of recommendation regarding our menu items. As we are an exclusive use venue (which means we are open & staff accordingly on these particular dates; unlike a restaurant open 7 days a week) offering complete privacy to our couples on the day of their events AND order/prepare food in mass quantities (banquet style cooking for specific menu courses (i.e. cooking for 200pp vs. 2; items cannot readily be made fresh in small quantities) & recipe items are not readily kept of hand), we regret that "tastings" are not feasible in our particular model/set up. We understand that this is a factor that you will have to weigh overall when choosing the venue that *most* suits your particular needs. Again, as we are an exclusive use venue--this being a major feature that attracts couples to our destination, but by nature makes requests for "tastings" impractical. Please inquire prior to booking if you would like to see our letters of recommendation so we may be of further assistance.

Can I bring in an Outside Supplier for Catering?

Due to health and safety regulations, WCMC does not normally allow outside caterers to provide food services on property or for any food to be removed from the property. **In the event of religious or cultural tradition requiring such outside catering services, WCMC reserves the right to approve such, as well as the caterer. The Caterer & Client will each be required to sign a Guarantee** (which outlines that WCMC is not responsible for food quality/quantity, freshness or health standards for outside items served, as well as WCMC's terms & conditions for service logistics). **Proof of \$2M liability coverage is also required.** The client is to declare their special request for such prior to booking so WCMC may advise on the feasibility of this request, and provide them with a **custom quote** (Note: different rates and guest minimums will apply from the standard literature). Please inquire.

What about alcohol service? Can I bring in my own home made wine?

Our catering department is licensed and comes equipped with a full bar & staff who follow the liquor regulations as dictated by the Alcohol and Gaming Commission of Ontario. **All alcohol must be provided by WCMC, and outside alcohol is strictly prohibited on the premises** (this includes the parking lot). We would be happy to provide information on our per-consumption host bar options, suiting various budgets, in your "request for quote". All host bars & special requests, are subject to WCMC approval. **Please note that homemade wine as favors, gifts, service at dinner or prizes is strictly prohibited.**

What about late night snack service options?

WCMC has several late night snack packages available for service to guests later in the evening. All packages include buffet style coffee/tea service and the cutting of your wedding cake. In accordance with AGCO guidelines, WCMC does require a minimum order of our Cake Cutting, Coffee & Tea package for at least 50% of your guest list in order to ensure food is available while there is alcohol being served on the premises. All catering items (with the exception of wedding cake) are provided by WCMC.

PLANNING

What about Special Presentations or AV Services?

WCMC has a TV/DVD which is available for an additional fee for those couples wishing to rent them for

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Is there anything my MC should know?

Your MC will play an important role during your event. It is important that your MC be aware of the timing of your day so that he/she can ensure that everything runs smoothly & on schedule. A contact is available on the day of, should any facility or catering related questions arise. We ask that your MC be made aware that the serving staff will require a few minutes to clear dishes *before* and *after* speeches in order to complete your dinner service effectively & properly freshen the room prior to your dance. This will all be discussed with you at your consultation. A complete information package is available which we would be pleased to email to you and/or your MC (MEMO_MC).

What can I expect at my Consultation? What assistance do you provide with the planning?

Throughout the booking process we will do our best to answer your preliminary questions as well as address any special logistics & considerations associated with your wedding plans. Once you have toured, the next step is to get an estimate. You will receive the WCMC Wedding Planning Guide to fill out in order for us to provide you with a quote in order to receive an accurate estimate for budgeting purposes as well as to flag any concerns with timing and logistics (please note any special requests at this time). We will do up to two estimates for you & send with email explanations to ensure you have all the information in hand to be fully up to speed and know if we are the best venue for your special day. In an effort to familiarize you with our procedures as well as answer additional questions as they arise in the early months of planning, WCMC provides you with **one on-site consultation (maximum 1.5 hours in length). This is scheduled approximately 6 months prior to your wedding.** During this meeting, you will receive answers to general facility & catering related questions, as well as further guidance on logistics, timing, & menu options. At the end of the appointment, you should have all the knowledge that you need in order to develop an itinerary for your wedding day, book your stationary, & proceed with your rest of your plans. Should questions pop up outside this consultation, our staff is more than happy to address them. Just drop us an email or give us a call! Although we do not provide wedding coordination services, you be equipped with MEMOS from the office with helpful tips/reminders in order to assist you with your plans, and in an effort to ensure that all goes smoothly on your wedding day. Finally, if you wish to see the facility again as your plans progress, you are welcome to **call for a self-guided tour appointment** on one of our regularly scheduled tour nights (to show your parents or your wedding party, your florist or photographer through on your own).

Will you hold my date?

Prior to holding your date, WCMC requires that you first book a guided tour to see our facility & obtain a custom quote for your wedding day. Tours are scheduled on Thursday evenings by appointment only. Our Tour Guides are able to answer general facility related questions while showing you the site. After the tour, if you are interested in looking at us further, our office staff will provide you with everything you need in order to obtain a quote. Our information kit includes the WCMC Wedding Planning Guide, Information Booklet, Hold the Date Form, and Terms & Conditions for your review. By requesting that all couples follow these steps to booking a date, we are encouraging you to learn all that you can about our venue prior to booking. We want you to be fully informed about the associated costs, as well as our services, upfront. Once an estimate has been received, you are welcome to send in the signed paperwork and \$500 non-refundable initial payment (as per the Hold the Date form) for processing if you wish to reserve a date. *Please Note:* WCMC may have several estimates pending for a particular date. Each quote is processed in the order in which it is received and typically takes a few business days to complete.

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Can I stop by for a visit, or is an appointment necessary?

For your convenience, a Virtual Tour of the facility is provided at our website www.wcmcweddings.com (located on the upper left corner of the homepage and requires high speed). As the WCMC facility is open on an *appointment only* basis, and offers *exclusive* use events (i.e. corporate functions during weekdays), we ask that you respect the privacy of other guests by calling and booking an appointment. Please call reception at 613-831-6471. For your convenience, WCMC offers regularly scheduled tour times for those interested in seeing the site. In the meantime, we are more than happy to answer questions you may have over the phone and/or schedule a time to view the site during our next available tours.

Who do I contact if I have further questions?

Our reception desk is open Monday to Friday 9am to 3pm (613-831-6471). We are open in the evenings on an “appointment only” basis for tour nights & various events. You can email us at info@wcmcweddings.com or fax us at 613-831-3433 anytime. Please leave a detailed message including your daytime, & evening numbers (wedding date of interest, guest numbers, onsite or offsite ceremony) & we will respond to your inquiry as soon as possible.