

# THE PAVILION ON CRYSTAL LAKE

## Frequently Asked Questions

Revised August 2018

### Policies & Procedures

#### **Does The Pavilion on Crystal Lake have a curfew?**

The Pavilion on Crystal Lake has a 12:00 a.m. curfew on Fridays and Saturdays; 10:00 p.m. curfew on Sundays.

#### **The Pavilion on Crystal Lake Wedding Suite Policy:**

You and your wedding party are more than welcome to use the wedding suite at The Pavilion on Crystal Lake on the day of your wedding. 2 hours of time in the wedding suite prior to your ceremony is included in your ceremony fee. A safe is also available in The Wedding Suite for you to keep your valuable belongings while you are onsite. Connecticut Wedding Group is not responsible for your personal items, so please use the safe while you are onsite. Additional time is not available in The Wedding Suite. For more time onsite at The Pavilion on Crystal Lake, The Lake Cottage is available to rent.

#### **The Lake Cottage at The Pavilion on Crystal Lake:**

The Lake Cottage at The Pavilion on Crystal Lake is available for an additional fee to use as your wedding suite the day of your wedding. This beautiful house is equipped with a full bathroom, full kitchen, and plenty of space for getting ready. The Lake Cottage is available for up to 5 hours before the start of your wedding. It cannot be used for overnight accommodations or after parties. To rent The Lake Cottage at The Pavilion on Crystal Lake, please call 860-347-7171.

#### **Can our guests arrive early to The Pavilion on Crystal Lake?**

We strive to give each wedding personalized attention and exceptional service. We ask your cooperation by not having your guests arrive prior to your designated start time. A tentative start time is listed on your contract.

#### **Is The Pavilion on Crystal Lake Heated & Air-Conditioned?**

Yes! The Pavilion on Crystal Lake is a year round venue and is fully heated and air-conditioned.

#### **If I am already booked with CWG, can I tour The Pavilion on Crystal Lake any time before my wedding?**

Tours and walkthroughs of The Pavilion on Crystal Lake for our booked couples are best scheduled during the week, with an event planner from CWG who can open the venue, tour the space with you, and assist with any questions you may have. To schedule your walkthrough, please email [planning@ctweddinggroup.com](mailto:planning@ctweddinggroup.com).

#### **Is The Pavilion on Crystal Lake Wheelchair Accessible?**

Yes. The Pavilion on Crystal Lake is wheelchair and handicap accessible.

#### **Can our shuttle buses stay at The Pavilion on Crystal Lake during the wedding reception?**

Shuttle buses are allowed to stay at your venue during your wedding reception. Shuttle buses must remain in the parking lot area while on property and must be shut off while waiting. CT State Law prohibits the idling of vehicles for more than a three-minute period of time. CT Wedding Group staff will be monitoring shuttle buses throughout the duration of your reception to make sure that buses remain off.

### **Can I drop my dress and bridesmaids dresses off early?**

Unfortunately we can't allow your wedding dress, or your bridesmaids dresses, to arrive at the venue prior to your arrival. We strongly recommend keeping your wedding dress with you at all times to ensure its safekeeping.

## My Ceremony

### **Can I have a ceremony on site? Is there an extra fee?**

Yes, you may have your ceremony on site with us at The Pavilion on Crystal Lake for \$750.00++. The Ceremony Fee includes the wedding suite available 2 hours before the start of the wedding with complimentary beverages and crudité, pre-ceremony fruit infused water station, ceremony coordination, and on-site rehearsal (time restrictions apply). The ceremony location may need to change at our discretion based on the weather and the conditions of the grounds.

### **If my ceremony is off-site, can I arrive early to take pictures?**

Extra time may be purchased prior to the start of your reception to allow you and your wedding party to arrive on-site, and utilize the grounds and the wedding suite, for your pictures. Extra time is available for \$250 per hour.

### **Can I have my wedding rehearsal at our venue?**

Your on-site rehearsal is included in your ceremony fee. Rehearsals are best scheduled on the Thursday before your wedding. If you prefer to schedule your rehearsal on Friday or Saturday, rehearsals must be completed 5 hours before the start of the event that evening. Rehearsals may not be scheduled before 9:00 a.m. This time may be subject to change based on the timing of the event on a Friday or Saturday evening. Rehearsals are subject to availability. It is also highly recommended that your officiant be present for your on-site rehearsal.

### **Is my dog allowed at The Pavilion on Crystal Lake?**

Dogs are allowed outside at the Gazebo and on the lawn at The Pavilion on Crystal Lake for your pictures or ceremony, as long as they are kept on a leash and under control at all times. Dogs are not allowed on the beach. Dog handlers are responsible for cleaning up after the dog in order to preserve the cleanliness of our grounds. Dogs may also be part of you formalities inside the venue, but must be kept crated in The Wedding Suite when not apart of your formalities. You must inform us in advance, and sign our waiver, if you plan to include your dog in your wedding day.

## My Décor

### **Will you set up my centerpieces, seating cards, etc.?**

Non-perishable items can be brought to your wedding coordinator at your Final Appointment. CWG will assist in the set-up of non-perishable items in pre-assembled, table ready condition. Items may include non-perishable centerpieces, toasting glasses, cake knife & server, favors, programs, amenity baskets for the bathrooms, table numbers, seating cards in alphabetical order, LED candles, cocktail napkins, card box, pictures, signs, etc. If your setup requires excessive time, or you do not provide us your items in table ready condition, extra fees may be added to your final invoice.

### **Can I install my own lights or décor?**

For liability reasons, all overhead and column décor must be purchased from and installed by Connecticut Wedding Group. Event décor is charged on a per event basis and may not be combined with other events.

### **Are real candles allowed?**

For the safety of you and your guests, and to preserve our historic venue, all candles must be LED, Flameless Candles. No real candles or open flames will be allowed at The Pavilion on Crystal Lake.

### **Can I release sky lanterns?**

Sky lanterns are illegal in Connecticut and are not permitted at The Pavilion on Crystal Lake.

### **Are sparklers allowed?**

Due to the historic nature of The Pavilion on Crystal Lake, and the inherent risk of fire and/or injury with sparkler exits, CT Wedding Group does not allow the use of sparklers on-site.

## My Vendors

### **Can I bring my own DJ?**

Yes, although we strongly encourage you to work with our trusted entertainment partners. Please remember all entertainers must be pre-approved by Connecticut Wedding Group before booking and must also provide Connecticut Wedding Group with proof of General Liability Insurance. Uninsured entertainers are not allowed at The Pavilion on Crystal Lake. To pre-approve a vendor, please you're your planning team at 860-347-7171 or email [planning@ctweddinggroup.com](mailto:planning@ctweddinggroup.com).

### **Do my vendors have to provide insurance?**

All vendors bringing equipment into our venues must provide us with General Liability Insurance, no less than \$1,000,000. This includes but is not limited to, DJ or Band's, Photo Booth, etc. If your event is being held at The Pavilion on Crystal Lake, the insurance must name "Pavilion Catering" as additionally insured. Insurance certificates must be faxed to our office at 860-343-1552 at least 1 month before your event. Vendors, especially Entertainers will not be permitted to play at your event if they have not met this requirement.

### **When do my vendors eat dinner?**

Your vendors are served each course/invited to the buffet as soon as all guests are served, unless otherwise pre-determined with the event manager.

## My Bar Service

### **Can I bring in my own alcohol?**

Connecticut Wedding Group does not permit you to bring your own alcohol into The Pavilion on Crystal Lake. All alcohol must be provided by and served through Connecticut Wedding Group. This includes alcohol brought in while taking pictures before the ceremony, and alcohol brought by your guests. We offer an extensive bar selection and are happy to help with special requests. Any outside alcohol will be confiscated and returned to you after your event. If you feel you have extenuating circumstances, please contact the planning team at 860-347-7171 or [planning@ctweddinggroup.com](mailto:planning@ctweddinggroup.com).

### **Are Shots Allowed at Connecticut Wedding Group Properties?**

It is Connecticut Wedding Group's policy that shots are not allowed at the bar for the safety of you and your guests.

## My Dinner Service & Dessert

### **Do you accommodate guests with allergies?**

Connecticut Wedding Group makes every effort to accommodate guests with allergies. Because of the handcrafted nature of our cuisine, the methods our culinary team uses in our kitchen during preparation, and our reliance on our food suppliers, ***we cannot guarantee that any menu item is 100% allergen free. All common allergens are present and processed in our kitchens.***

### **Do you accommodate guests with special dietary needs?**

Connecticut Wedding Group makes every effort to accommodate guests with special dietary needs. If, in accommodating a special dietary request, Connecticut Wedding Group must source special ingredients from an outside vendor, additional fees may apply.

### **Children's Meals?**

Your Signature Wedding Package includes up to ten (10) children's meals for children ages ten (10) and under. These meals are free, but do not count towards the minimum guest requirement for your event. If you require additional children meals, they are available at a cost of \$50++ per meal. A sample children's meal would include chicken tenders with French fries and fresh fruit. Children will be charged for enhancements; including Pre-Ceremony, Cocktail Hour, Dessert, Late Night Snack, and Favors.

### **What about minors?**

Children over the age of ten (10) but under the legal drinking age of twenty-one (21) are considered minors. Minors are charged full package price for food, service and enhancements, less a discount for alcoholic beverages.

### **Extra Food/Leftovers?**

Guests can ask a staff member for a container to take leftover food from their plated meal home. If a guest does not show up, and your wedding coordinator is notified prior to dinner service, the main entrée course can be packaged to be brought home. No other leftovers will be permitted to leave the premises.

### **Do I have to feed my Creative Partners (vendors)?**

Your entertainer, photographer, videographer, etc., are considered a "creative partner" and it is customary to purchase a meal for your vendors. Creative partner meals are available at a discount cost of \$75++ per meal.

### **When do I choose my menu?**

Detail & Menu Planning Appointments are usually scheduled about six months before your event. Detail & Menu Planning Appointments are usually scheduled during business hours Monday-Friday. Some evening and weekend appointments are also be available, but are limited during wedding season. The CWG planning team will be in contact to schedule your Detail & Menu Planning Appointment.

### **Do I need to add meal choices on my RSVP cards?**

Yes. Connecticut Wedding Group does require an accurate meal choice count for your wedding if you choose a sit-down dinner. An estimated meal choice count is due two weeks before your wedding. A final meal choice count is due the Monday right before your wedding. AllSeated will help you keep track of meal choices as your RSVP's come in, and it will also help you count meal choices. Please let your planning team know if you have additional questions.

### **Will there be a menu tasting?**

Connecticut Wedding Group does offer an opportunity to try our cuisine prior to your wedding.

### **Can I bring in my own cake or dessert?**

Yes, you can bring in your own dessert. If you choose to use an outside vendor for your dessert, a \$2.95++ per guest handling fee will apply to service your dessert. The handling fee will be waived for any dessert purchased through CT Wedding Group.

## My Financials

### **Minimum Guest Requirement:**

Your minimum guest requirement is established during the booking process and can be referenced on your signed contract. Children and Vendors do not count towards the minimum guest requirement, but Minors do count towards the minimum guest requirement.

### **How do I make my final payment and when is it due?**

Final payment will be due in full by certified bank check at your final appointment. Certified bank checks are made payable to "Connecticut Wedding Group". Please note: Credit cards and personal checks are not accepted for the final payment.

### **Is the Administrative Service Charge a Gratuity?**

Our administrative service charge is not a gratuity. The fee is used by the company to help pay for the services you will receive from us throughout the planning process and on your wedding day. This fee is taxable under Connecticut Law.

### **What about Tipping?**

Our Administrative Service Charge pays for all of the services that you will receive from our staff, both while planning and on your wedding day. Gratuities are not expected or required. If you would like to provide a tip for your wedding coordinator and/or the staff at your wedding, please present the monies in clearly labeled envelopes; i.e. "Wedding Coordinator" or "Event Staff".

### **Can I use my credit card?**

Connecticut Wedding Group accepts Visa, MasterCard, American Express, and Discover cards. You may use a credit card to pay for your 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> deposit payments only. Credit card payments will not be accepted for any additional payments or within 90 days of your event and credit cards may not be used for your final payment. Final payments must be made with a certified bank check payable to CT Wedding Group. Credit card payments are subject to our credit card policy and a convenience fee may apply.

## My Timeline

### **Can I make any changes to my wedding details?**

Menu and décor choices are usually made at your menu planning and details appointment about 5-6 months before your wedding. An email confirming menu and décor choices will be sent out three weeks before your wedding for your confirmation. Any cancellation or change to menu or décor choices must be made two weeks before your wedding. If changes occur after this, you will be billed for any enhancements and menu changes are not guaranteed to be available.

### **When is my final count due?**

Your Final Count and Final Meal Breakdown are due on the Monday morning right before your wedding, at no later than 10:00 a.m. Final Invoices are e-mailed to you by Monday afternoon. We will also ask that you provide us with an estimated count and meal breakdown two weeks before your event.

### **When is my final appointment?**

Final appointments are scheduled the Thursday before your wedding between 9:00 a.m. – 5:30 p.m. You may be asked to be flexible with the scheduling of your final appointment day/time in order to have your appointment with the wedding coordinator who is scheduled to be the on-site on the day of your wedding. Along with your final payment, your seating chart and, non-perishable items in pre-assembled, table ready condition are also due at your final appointment. Final appointments will be scheduled at your Details & Menu Planning Meeting.