



Policies

Welcome to The Castle, the finest reception center in Northern Utah. We are pleased that you have chosen to put your confidence in us to host your upcoming event. Along with providing you the highest quality of food and service possible, our staff and management are dedicated to making your entire experience with us one you'll truly enjoy. You will find our friendly, professional staff eager to assist in any way we can to make your event a success. To make sure you and your guests will have an organized and memorable event, we ask that you adhere to a few basic guidelines.

Etiquette

We strive to make The Castle an enjoyable experience for all guests, including wedding parties that may be booked at the same time, we ask that you and your guests be respectful of all guests and events taking place at The Castle.

Smoke-Free Facility

The Castle is a smoke-free facility. We ask that you and your guests refrain from smoking inside the building and within our gardens. When smoking, please keep a 30 foot distance from the building and outdoor events. Please use proper etiquette in disposing of your cigarettes and/or cigars. In violation of our smoking policy the responsible party will be directly billed a minimum of \$75.00 plus any additional charges for all cleaning fees incurred.

Wedding Receptions and Open Houses

There is a minimum charge per guest for food services in addition to the room rental fees. The Castle will cater the complete menu. NO other outside food items will be permitted on the premises.

An Event Hostess will be provided for all ceremonies and receptions. Your Event Hostess will arrive a minimum of 1 hour before the start of your event.

When holding a reception the allotted 4 hour time frame begins when your reception begins. If holding a ceremony and reception the allotted 6 hour time frame begins when the ceremony begins. Use of the bridal suite and groom's room is available after 2:00 pm. Please notify your Coordinator of arrival time and/or any special time circumstances. Additional hours in the building are available at a per hour fee.

Wedding Ceremonies

A \$350.00 fee will be charged to hold a Wedding Ceremony at The Castle in addition to your Reception fee. This fee includes 2 additional hours room rental, chair set-up, and a 1 hour rehearsal with your hostess.

Wedding Ceremony Only

A \$850.00 fee will be charged to hold a Wedding Ceremony at The Castle. This fee includes 2 hours in the building, chair set-up, and a 1 hour rehearsal with your hostess. All ceremony only events must be concluded by 1:30 pm. No food or drinks permitted.

Bride & Groom Suites

No outside food or drinks, including alcohol, are permitted in the bride and/or groom suite prior to or during the event. The Castle would be happy to provide food options for the wedding party to enjoy prior to the event.

Damage to furniture and equipment, or garbage left in the bride and/or groom suite will be assessed a minimum cleanup fee of \$75.00.

Deposit

To guarantee your reservation, you will need to submit a non-transferable, non-refundable deposit of \$750.00 for Wedding Receptions and Catered Events. Under no circumstances will your \$750.00 deposit be returned. Your deposit will be applied toward your final billing. In the case that the entire building is to be reserved, a non-refundable deposit of \$1500.00 will be required. Any deposits made to The Castle must be used for the event it was originally intended for, i.e. a deposit for a wedding reception must be used towards a wedding reception.

Menu Selection

Please remember to submit your menu selection a minimum of one month prior to your event. Please select only one menu for your entire group. Due to Board of Health restrictions, no outside food or beverages are permitted at The Castle. The Castle is the only authorized licensee to sell and serve food on the premises. All menus must meet a minimum of \$8.25 per person.

Taking Food Off Premises

Because of the possibility of temperature abuse in transporting food, which may result in unsafe food, we do not allow food to be taken home. In the case of buffet displays, in order to maintain a good appearance, additional food may be displayed which is over and above the guaranteed guest count and is not to be taken home. This policy has been initiated to address the Board of Health's concerns on food borne illnesses.

Final Count

To allow our staff time to make full preparations, it is very important that you notify The Castle or your Coordinator of the exact number of guests thirty days (30) prior to the event. Additions to your final food count may be made no less than 14 business days prior to your event. All changes must be made in writing to The Castle. Please note that you will be charged for the number of guests specified, even if the actual attendance is lower. In the event that additional guests arrive, it may be necessary to substitute menu items, which may result in service delays. Please be aware that a large increase in guest attendance will incur additional food and beverage fees.

Gratuities & Sales Tax

Please note that all prices quoted are subject to current sales tax, and an 18% gratuity charge. Gratuity will be applied towards food purchases only. If you would like to leave gratuity for exceptional service from your coordinator, hostess, and/or serve staff individual envelopes are available upon request.

Payment

Full payment is due:

Thirty days (30) prior to the event for wedding ceremonies, receptions, and quinceaneras.

If payment is not received in full within 30 days, a penalty of \$50.00 per day will be added to your invoice. If final payment has not been received within 14 days of your event, the event will be cancelled and payment in full will be due immediately.

Fourteen days (14) prior to the event for all other events, i.e. business luncheons, catering events, etc.

If payment is not received in full within 14 days, a penalty of \$50.00 per day will be added to your invoice. If final payment has not been received within 10 days of your event, the event will be cancelled and payment in full will be due immediately.

If you have any additional charges that have been incurred they must be taken care of before the start of your event. Also, please note that all prices quoted are subject to current Sales Tax, and an 18% Service Charge on food which covers costs including set-up, stewarding, server wages, linens, dishes and other items.

Late Payment Fee

For each day your final payment is late a \$50.00 late fee will be assessed and added to your final invoice.

Change of Date

Your booked event date may be moved to an available date one time for a date within 6 months of your originally booked date. The event date may be changed until 60 days prior to your booked date. Date changes made within 60 days of your event will result in a forfeit of the \$750.00 deposit. Written recognition, signed by both the bride and groom, is required to officially change the event date. If you decide to change the date of the event more than one time, the non-refundable deposit will be forfeited and a new deposit will be required to reserve the date.

Cancellation

We do understand that there are instances where events must be cancelled or postponed. The Castle will work with you the best as possible for these unforeseen times.

If your event is cancelled less than sixty (60) days from your event date a Cancellation Fee in the amount of all Anticipated Revenue will be due immediately.

This will include all costs of collection including collection agency fees and attorney's fees.

Damages

A Credit Card on file will be required to cover any damages that may arise from your event. You are responsible for any damage to any part of The Castle during the period of time you, your attendees, employees, independent contractors or other agents under control of any independent contractor hired by you are in The Castle. The Castle will not permit the affixing of anything to any surface throughout the building and gardens. In the case of damages you will be notified of the incident before your credit card is charged.

Event Room Rental

Your room charges will be based on the room you choose, the length of time you need the room, plus the amount and cost of food you require.

Room Arrangements

Banquet rooms are assigned based on the number of guests you anticipate. If there happens to be a substantial increase or decrease in projected attendance before the event, The Castle reserves the right to relocate your event to a more suitably sized room. We would certainly notify you prior to any changes. Also, please be advised that changes in room arrangements within 72 hours of your event may result in additional labor charges. If you require any extraordinary room set-up you will be given a written proposal including layout and pricing for your approval.

Room Décor

Because of their value and irreplaceability, we cannot allow furniture, lamps, art objects, plants and other decorations to be re-arranged or removed from the room. No items may be attached to the walls, doors, lighting fixtures or windows.

In the event that you would like chair covers and/or sashes as part of your décor The Castle will provide and set each chair as requested. If additional styling elements are requested minimum fees may be applied per chair. No outside chair cover, sashes, or chair décor items are permitted.

Decorations and Favors

Decorations consisting of confetti, glitter, rice, feathers, beads, gemstones and any other item that may stain or is not easily cleaned up are not allowed. Wedding favors, place cards, and additional decorations are the responsibility of the guest to place, store and remove at the conclusion of the event. Arrangements for early decorating time or special requirements of your decorator/florist must be coordinated in advance with The Castle who will assess cleaning deposits and/or fees. We ask that décor is handled in a responsible and respectful manner to the building and gardens. The Castle staff is not responsible for the set-up and/or clean-up of your decorations and favors.

Candles

The Castle welcomes the use of candles to create a warm ambiance at your event. However, all candles must be in a container and all burning flames must be below the rim of the container. Unity candles for ceremonies are permitted and do not need to be contained in glass during the ceremony. Damage caused by flames or melted wax will be billed to the Responsible Party.

Premiere Vendors

Ask your coordinator about The Castle's premiere vendors. Our premiere vendors are selected due to their high standards of quality, professionalism, and reliability. The use of these vendors is not required, but highly recommended.

The Castle Floral

Your custom centerpieces and fresh flowers can be arranged through our on-site, experienced, professional florist. You will have a personal appointment with our floral designer to help transform what you've envisioned into reality. A \$200.00 non-refundable deposit is required to secure your flower order. Changes in your flower order can be made up to 30 days prior to your event. In the case of changes made less than 30 days from your event a \$50.00 service fee will be incurred.

Wedding Cake

Have your dream cake custom made for you by one of our premiere cake vendors. Your coordinator will be happy to discuss multiple premiere cake vendor options with you. Please give your coordinator advance notice if you would like to use The Castle's knife & spade for the cutting of your cake free of charge. If you would like to bring in a cake from a non-preferred vendor, we require the vendor to be a certified bakery by the Board of Health and a \$125.00 cake cutting fee will be applied to your invoice.

Photography & Video Production

When holding a reception only at The Castle, the wedding party may arrive a maximum of 90 minutes prior to the start of the event for photography. Successful wedding receptions and events are our most effective sales tool. The Castle reserves the right to use video footage and photographs for promotional purposes.

Audio-Visual Equipment

We will provide complimentary audio-visual equipment to include: microphone, flat screen TV, Ipad hookup, CD player, projection screen, & piano depending upon the selected ballroom's design. Audio-visual equipment may not be moved or rearranged throughout the building. For your more technical requirements, an audio-visual technician may be secured for a nominal fee.

Send-Off & Departure

The use of confetti, birdseed, or any other materials that attract animals or may be difficult to clean up is not permitted. Use of wedding bubbles is encouraged, and may only be used outdoors. Please check with your coordinator for approval if you plan to use sparklers or any other creative item for your send off. Decorating vehicles is permitted, but all clean-up is the responsibility of the wedding party. We ask that you are respectful of all parties involved. If the parking area is not cleaned prior to the wedding party's departure, a minimum cleaning fee of \$75.00 will be assessed to the credit card on file.

Security & Liability

The Castle reserves the right to inspect and control all private events. We cannot assume responsibility for, damage to, or loss of any merchandise or articles left unattended in the building or within The Castle premises prior to, during, or after your event. The Castle is not responsible for any damage or injury incurred by the Responsible Party or any guests. Children must be supervised by an adult both in the building and in the garden areas at all times. No climbing is allowed on the stairs, furniture, rocks, or water features. No playing is allowed in or around the pond or water features.

Parking

Parking is available on a first-come, first-serve basis.

Charges

Because of unforeseeable increases in the costs of doing business, all prices are subject to change without notice.

Pets

The Castle will allow the company of your pet for you on your special day. All pets must be leashed and/or kept in a kennel while at The Castle. Your pet may walk the aisle with you at your ceremony, but must be immediately returned to the kennel afterwards. All pet mess must be immediately cleaned from The Castle property and properly disposed of. Any damages incurred from the pet will be assessed and a cleanup fee will be charged to the Responsible Party.

Alcohol

Alcohol may be served during an event at The Castle, with the following rules and regulations:

Alcohol may only be served by The Castle's approved bar services vendor.

All alcohol must be purchased in the State of Utah, as per state law.

All alcohol is to be delivered to The Castle 24 hours in advance of the event.

All alcohol delivered must be previously unopened with seal intact. Only alcohol opened by the bartender will be served.

No alcohol may be consumed anywhere on the premises before the bar opens.

All alcohol must be served by the bartender.

Alcoholic beverages may not be sold directly or indirectly to the guests unless the client has procured a Single Event Permit from the DABC. Tickets may not be sold to the guests to exchange for alcoholic beverages without this permit, as per state law.

No outside alcohol may be brought onto the premise unless intended to be served by the bartender.

Substantial food must be available to guests throughout the entire time of the bar service.

The bartender is required to stop alcohol service to anyone who becomes intoxicated.

Any violations of these policies may result in the bar being closed immediately.

Due to legal liability concerns, all alcohol not consumed when the bar is closed will be kept in a secure area after the event, and will be released to the customer on the next available business day.

If there are any problems with the guests due to alcohol related issues, The Castle Management will reserve the right to stop the event if there is no resolution.

The Castle's Alcohol Policy must be signed by both the Bride and Groom before bar service is secured and any event is to be held.

Holiday Events & Decor

December's menus, policies and prices are subject to change on a yearly basis. The Castle does some minimal and neutral seasonal decorating. Please ask your coordinator if you have any questions or concerns on how this may affect your event.

Facilities and Equipment Available Gratis

- A dressing room for the bridal party upon availability. Your group will be responsible for all items placed in the room.
- Floor easels for photos and/or quilts
- Tables with floor length linens for wedding gifts, sign-in table, and cake
- Round serving tables with floor length linens and napkins to seat from eight to ten guests per table, or ten to twelve guests per table depending on the ballroom reserved
- Piano
- An Event Hostess to assist you throughout the event
- Serve Staff will be provided as necessary

Printed Name

Signature

Date

Printed Name

Signature

Date

Castle Representative

Signature

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Date