



## NOELLE

### FREQUENTLY ASKED QUESTIONS:

- ❗ Will we get a room on our wedding night?  
Pricing for a guest room for your wedding night is available upon request. Our all-inclusive wedding package also includes a one-night stay in a Studio King Suite on your wedding night.
- ❗ Do I need to hire a Wedding Coordinator?  
While our Catering and Sales Team is here to assist with anything related to the venue, hotel room block or food and beverage, we definitely recommend hiring a wedding professional to make all aspects of your day perfect!
- ❗ Are room blocks available?  
Yes, discounts do apply based on hotel availability. Group blocks require a minimum of ten (10) rooms.
- ❗ Can I provide gift bag delivery to guests staying at the hotel?  
Yes, there is a \$2 fee to hand the bags to guests at check in, \$5 to deliver the bags to the guest rooms.
- ❗ Do you provide Audiovisual equipment?  
Yes, PSAV is our AV provider that is located in-house – pricing provided upon request.
- ❗ When do I need to final guest count and menus?  
The final attendance guarantee is due by noon (12 pm) one week prior to your event date. The final guarantee count cannot be reduced after this time.
- ❗ Can we bring outside food or beverage?  
No outside food and beverage besides the wedding cake may be brought in. Our fantastic Chefs Robyn Butsko and Dan Herget provide a fantastic menu that will suit your group. All alcohol must be served in-house per Tennessee Alcohol and Beverage Commission laws.
- ❗ Are the packages set or can we substitute menu items?  
You are welcome to make substitutions based on availability; we are able to customize the menu to fit your taste. We can change any menu items and/or order specific items (for dietary restrictions) up to ten (10) days prior to the event.
- ❗ What is your deposit policy?
  - 30% of your total is due when you sign the event contract.
  - 50% of your total is due 120 days before your event.
  - 75% of your total is due 60 days prior to your event.
  - 100% of your total is due 30 days prior to your event.The total remaining balance due one week prior to your event, after final menu is chosen and guest count is in.  
All deposits are non-refundable after payment is made.
- ❗ How long do I have the room(s)?  
Ceremony space will be available for one hour plus set up and breakdown; reception space rental includes four hours plus set up and breakdown. You will be allowed in the space for set up two hours prior to the event start.