

# *Frequently Asked Questions*

## **General Questions**

**What are the terms to reserve a date?** *A non-refundable 20% deposit to reserve your date.*

**Do you offer refunds if our event is cancelled?** *No monies shall be refunded. However, it has been the policy of Pinecrest to allow you to maintain a credit of the monies we have received, on file, for up to 24 months. Within that 24 month period you have the opportunity to reschedule an event. We can apply it to a family reunion at the Lodge, a Christmas/Anniversary/Birthday party, etc.*

**We'd like to extend our event, how late can we go?** *Due to the Homeowners Association, we do not allow an event to exceed 11:00 pm except on New Year's Eve, wherein we can extend to 12:30 am.*

**We have just contracted with Pinecrest and have questions regarding the catering, now what do we do?** *Pinecrest Catering will be catering the meal at your event, be sure you contact Nikki directly at 719-481-3307 to discuss her menu options, as well as the many other services she provides. Nikki will be providing you with a separate contract and you pay her directly for your selections.*

**We have just contracted with Pinecrest and have questions regarding the photography and DJ services, now what do we do?** *Pinecrest Studios will be photographing your wedding and will be providing DJ services, be sure to contact Jess directly at 719-338-8381 to go over details*

**I'm having difficulty paying on-line. Can I call and have you run my card?** *Yes, if you are having any difficulty at all, please feel free to call Cindy directly at 719-357-8613 and she will process for you.*

**What types of credit cards do you accept?** *Visa and MasterCard.*

**Why does the online payment system only have increments of \$25?** *That is simply the nature of the system, feel free to round off your payment, either higher or lower and final adjustments can be made at the time of your walkthrough, which is typically 10 days prior to your event.*

**You offer a monthly payment schedule; is this just an option?** *No, monthly payments are not an option. Pinecrest does require Monthly Payments, as outlined on the contract you received from Cindy. Please contact her at 719-357-8613 should you have any questions in reference to your payments.*

**You scheduled my Walkthrough and Rehearsal time, should we arrive a few minutes early?** *Yes, it is imperative that you arrive at **least 10 minutes prior** to your scheduled Walkthrough and Rehearsal, please make sure all those that are involved are aware of the very strict timeline Pinecrest must adhere to. Should you be late, your walkthrough and Rehearsal will end at the time listed on your contract. You are allocated one hour, which is generous, if you arrive at your scheduled time.*

**I'd like to have engagement photos; does Pinecrest Studios provide this service?** *Yes, please contact Jess Smith directly at 719-338-8381.*

**How soon after our event will we receive our images on DVD?** Typically you can expect your DVD within 4-6 weeks after your event. Please note, Jess devotes a tremendous amount of time after your event in perfecting your wedding CD album, as a result, when his work load becomes higher than normal it may result in a delivery delay.

**How much for each additional DVD?** Each additional DVD is \$35, you must contact Jess directly at 719-338-8381.

**Pinecrest Studios will be photographing the wedding ceremony, what can we expect?** When you contract with Pinecrest Studios, Jess will be meeting with you, approximately 10 days prior to your wedding, to discuss the time line and photo preferences for your wedding date. Typically he will schedule a pre-wedding photo shoot two (2) hours prior to your ceremony. He will be taking photos throughout your ceremony and post wedding.

## Chapel Questions

**Who needs to be at the Rehearsal?** It is helpful if the entire wedding party and ushers can attend as well as the parents. However, extended family can be excused. Our chapel coordinator will be of great assistance in giving any last minute instructions prior to the ceremony to those that could not attend the rehearsal. Reminder – your wedding party needs to arrive 10 minutes prior to your scheduled hour.

**Your rehearsal times are late morning or early afternoon, what about the Rehearsal dinner that typically follows?** The pre-wedding dinner is still an excellent tradition to follow and feedback has been that the bride and groom find this schedule much more relaxing. This allows you a greater amount of flexibility when scheduling your dinner.

**What length of aisle runner do you recommend?** We highly recommend purchasing a 100 foot aisle runner.

**Can we decorate the chapel?** Yes, you have the option of customizing the chapel to suit your need within a reasonable manner; pew bows, flowers, unity candle, etc. We recommend you assign these tasks to a family member and this must be completed within your contracted time period. Some brides do not wish to have the trees, and the most we are able to do in reference to these, is moving them to the side. We like to keep our trees up as this is our logo.

Pinecrest offers a selection of seasonal floral decorations that are available for you to choose from and the Pinecrest staff will take care of putting the ones you select on display for you.

**Who removes the decorations after our ceremony is completed?** It is the responsibility of each wedding party to remove their personal decorations at the Chapel. Again, we strongly urge you to assign this task to others. The Pinecrest staff will take care of Pinecrest's floral arrangements; we ask that you do not move them as they are quite awkward and heavy.

**What does my Chapel Coordinator do for me?** *At the time of booking, you will be assigned a Chapel Coordinator (if you are having a ceremony at Pinecrest) to make your wedding day as special, unique and go as smoothly and worry-free as possible. These very experienced coordinators will be not only assisting you with advice and suggestions, but will help you modify your ceremony in a way that suits your style or family tradition.*

**We are having an outdoor ceremony, are there any additional charges involved?** *Outdoor ceremonies do require extra work for our staff in setting up and removing chairs for your guests. We also have other items that need to be taken care of such as sound system set up, arbor setup, etc. Our cost is \$2 per chair.*

**What can we toss in place of rice?** *Bird seed or, brides' favorite... bubbles! Bubbles can be used as the bride and groom exit the chapel or enter the event center. Bubbles create a great photo opportunity!*

## **Event Center Questions**

**What is the maximum number of guests we can have at our event?** *We have found that 250 guests fit very comfortably within our facility. However, should you have a guest count a little bit above this number we can accommodate them, but be aware it may become less roomy.*

**I understand you have two different types of chairs, can you explain the difference between the two?** *Recently we have upgraded our chairs; the new ones are of a solid construction and light gray in color. Our other set is white folding chairs. They are perfect for outdoor weddings, but on occasion our brides like to use them in the Event Center. You are free to choose either one.*

**Do you have chair covers?** *Yes! Pinecrest Catering has beautiful white, ivory and black chair covers, with a bow in the back, for 200 chairs. You can upgrade with your choice of bow colors. Please contact Nikki directly in reference to renting them, 719-481-3307.*

**How many guests are seated at each table?** *Each 48" table top is usually set up for 6 (six) guests, but 7 (seven) guests are easily accommodated for also.*

**Can we remove the trees on the stage?** *No, the trees cannot be removed, however, we can keep the lights off of them should you desire. Please note the pine tree is our logo.*

**How much is an additional entree'?** *Additional entrées can be added to your buffet and Nikki works with you to accommodate a variety of budgets and is able to customize to fit your specific tastes.*

**Can I bring in some of my own appetizers?** *Absolutely! Feel free to customize your wedding with a "personalized" table that may serve candies/sweets and/or arrange to bring in your own appetizers. Please review with Nikki at time of your final walkthrough, to make sure additional staff will not be needed.*

**Do we have to pay tax on our event?** *The only item that needs to be taxed by law is food, at a rate of 6.9%. Tax is collected at the time of your walkthrough as well as tax on additional food items you order and food for additional guests.*

**Do we receive a discount for children?** *All children 5 (five) and under are free. Those 6 (six) and over are at full price.*

**When do we pay for additional guests?** *At the time of your walkthrough, additional guests are calculated.*

**Do we need to provide our own ice?** *Yes, all events must provide their own ice. If you are purchasing our bar package we highly recommend you arrange for the local liquor store Monument Cork 'N Bottle, at 719-488-3761, to not only deliver your alcohol, but also to deliver the ice at the same time. We have the bins necessary for the ice so you don't have to arrange for any form of setup. Monument Cork 'N Bottle also offers Pinecrest bride's 10% off their order.*

**What is a "Walkthrough?"** *A walkthrough is typically first with Jess to discuss your photography and/or DJ details, then with Nikki to review final details of your menu and reception setup, including your seating chart, table centerpieces, linen selections and final head count. Lastly, you meet with Maria to go over your ceremony. Total time is about 1 hour for each person and this takes place approximately 10 days prior to your event. They are typically on a Wednesday. Our most common time slots are 11 am or 1 pm.*

**Do you have any centerpieces for the tables that we can use?** *Yes, we have quite a variety of centerpieces to choose from, but feel free to bring in your own also. Our staff will place them on each table when they set up for your event.*

## Lodge Questions

**We have more than 20 staying at the Lodge overnight, is this okay?** *We certainly don't mind if you have additional guests, if it is not excessive. Parents, if you don't mind having your children in your room, then neither do we. We trust that you will use sound judgment in this matter.*

**We have reserved the Lodge; do you require a credit card on file in case there are any damages?** *Yes, we do require a Visa or MasterCard to be on file at time of check-in. If you have not done so, our staff member who is assisting you, will ask for this information. No monies will be charged on your card without your knowledge.*

**I'm trying to assign sleeping arrangements; do you have a Lodge layout that I can view?** *Yes, we have two to choose from, please select "Lodge" on our main menu. One is a basic layout the other has areas to place occupants names for your benefit and ours, at time of check-in.*

**I'd like to have a catered Rehearsal dinner at the Lodge; does Pinecrest Catering offer this service?** *Pinecrest Catering has provided numerous pre-wedding dinners over the years. Contact Nikki at 719-481-3307 to see if she is available.*

**Do you offer a Continental breakfast in the Lodge?** *We certainly can provide a breakfast for your guests at the Lodge; however, it is not included. Pinecrest Catering does offer a variety of Breakfast entrée's ranging from \$5 and up per person. Please see Breakfast Menu under Pinecrest Catering or call Nikki for details – 719-431-3307.*