

WHAT ARE THE DEPOSIT AMOUNTS AND WHEN ARE PAYMENTS DUE?
A \$1000.00 non-refundable deposit is required upon signing your contract. Half payment of room rental, estimated food, beverage, audio-visual equipment and miscellaneous expenses is due 1 month prior to the wedding event date. The remaining balance of the event is due 1 week prior to the wedding date, based on the total estimate of charges. The Hotel requires a credit card on file to settle any variance to the estimate.

WHAT HAPPENS IF I CHOOSE TO CANCEL MY EVENT?
All deposits are non-refundable. Additional cancellation charges will be applied as outlined in your contract.

WHAT ARE THE SERVICE CHARGES AND SALES TAX AMOUNTS?
A service charge of 18% and current GST (Goods & Services Tax) will be added.
Please note that the service charge is taxable.

WHEN SHOULD WE DISCUSS OUR MENU SELECTION?
Menus and details should be finalized with your Wedding Specialist a minimum of one month prior to your event.

DOES THE HOTEL CHARGE A CAKE CUTTING FEE?
Our Sheraton associates will provide complimentary cake cutting and plating for buffet service. Table service is optional for an additional \$5 per plate.

WHAT ITEMS DO THE BRIDE AND GROOM NEED TO PROVIDE?
The Bride and Groom will need to provide the guest book and pen, centrepieces, bridal toasting glasses, cake knife and lifter, favours, place cards or seating chart, engagement photo(s), disposable cameras and any other miscellaneous items. You will need to arrange for someone in your party to set these items prior to start of the event and remove these items the same evening of the events completion. It is suggested that the Wedding presents and cards be removed from the room and stored in a guestroom after the dinner has completed.

WHAT KIND OF LINENS DOES THE HOTEL PROVIDE?
The Hotel will provide white, black or burgundy tablecloths. Our napkins colours include white, burgundy, forest green, navy blue, sandalwood, red and black. Specialty tablecloths, overlays, napkins and chair covers are available at an additional rental charge by an outside supplier.

WHAT WILL THE HOTEL PROVIDE?
The Hotel will provide the banquet set-up, dance floor, riser/stage for the DJ or band, skirted head table, skirted gift table, skirted place card table, skirted guest book table, round tables, chairs, linens, simple candle centrepieces, table numbers and stands, all china, silverware and glassware.

CAN WE USE CANDLES FOR DECORATION?

Due to fire regulations open flame candles are not permitted within our banquet facilities. If you are using a candle centerpiece not supplied by the Hotel, it must be pre-approved by your Wedding Specialist.

CAN YOUR STAFF PUT CHAIR COVERS AND SASHES ON THE BANQUET CHAIRS?

Our banquet staff would be able to put your chair covers and sashes onto the banquet chairs. There will be a labor charge of \$25 per hour minimum of 3 hours based on the number of people. The chair covers must be dropped off to the hotel no later than 48 hours prior to the event date.

IF I HAVE CHAIR COVERS AND SASHES FOR OUR CEREMONY, CAN WE USE THE SAME CHAIRS FOR OUR RECEPTION ROOM?

Our banquet staff is able to move all the chairs with the covers and sashes from the ceremony room to your reception room, there will be a labor charge of \$25 per hour minimum of 3 hours based on the number of people.

DOES THE HOTEL CHARGE A CORKAGE FEE?

The Hotel does not extend corkage privileges.

WHAT VENDORS DO I NEED TO MAKE ARRANGEMENTS WITH?

You will need to arrange for the DJ/band or other entertainment, florist, wedding cake, photographer, videographer, decorator, and transportation. Please provide us with a list of all vendors you have selected which includes a contact name and telephone number. Your Wedding Specialist has a list of recommended vendors if you need any assistance.

DOES THE HOTEL OFFER A CHOICE ENTRÉE?

A selection of entrées for plated meals may be offered to your guests. Selections are limited to three choices, including a vegetarian entrée. Place cards are required to designate entrée selection to the banquet staff and are to be provided by the client. An exact count of the number of guests and each entrée is required with your guarantee of attendance five business days prior to the event.

CAN WE BRING IN OUR OWN FOOD OR BEVERAGE FOR THE EVENT?

Due to food safe regulations and AGLC regulations, the Hotel is required to provide all food and beverage for the event with the exception of the Wedding cake.

DOES THE HOTEL OFFER SPECIAL ROOM RATES FOR THE INVITEES OF THE BRIDE AND GROOM?

We offer a complimentary suite to the bride and groom as well as special room rates to all their invitees; subject to availability.

FAQ's

Wedding
Supplies