



Frequently ASKED QUESTIONS

What kind of deposit do you require?

What kind of deposit do you require? 50% of the banquet room rental is due to confirm and is non-refundable. Acceptable forms of payment include credit card (VISA, Master Card, Discover, and American Express), check, or cash.

Is there a service fee on top of the bill?

Yes, there is a 22% service fee which is added to all food, beverage, and alcohol totals.

What does the service fee go to?

The service fee goes “to the house” and pays for things like set-up, breakdown, cleanup, manned stations, etc. It is not gratuity.

Should we pay gratuity? Gratuity is not required but it is suggested. What’s the tax? 6.75%

What is the fee or payment schedule?

First, a 50% deposit of the banquet room rental is due upon signing the contract. Second, a 50% of the total estimated revenue is due 30 days prior to the event date. Final payment is due 5 business days prior to the event date along with the final guest count. Lastly, host bar payment is processed 1-5 days after event. Credit Card Authorization is required for host bars and payment is processed after the event.

When is final payment due? 5 business days prior to your wedding day.

Are there any cleaning fees, overtime charges, insurance-fees?

Brookstown Inn reserves the right to charge a damage/cleaning fee if necessary, after the wedding. The guest and client must exit per the agreed upon time. The Brookstown Inn has a \$1,000,000 liability insurance policy. Security may also be required at the expense of the client.

What is the cancellation policy? (For All Functions)

From Signing to 1 year out	25 % of estimated total revenue
1 year to 6 months prior to function	50% of estimated total revenue
6 months to 90 days prior to function	75% of estimated total revenue
90 days prior to event date	100% of contracted revenue or banquet event order revenue, whichever is greater

How many hours does the rental fee include, and is there an overtime fee if I stay longer?

The rental fee covers 12 hours (11am-11pm). If you would like to come in earlier, there is a \$150 fee per hour. All events must end at 11pm in courtesy to our in-house guests. Some exceptions may apply.

How many weddings will be booked on my special day?

Just your wedding!

Do you provide wedding coordinating services?

We do not provide wedding coordinating services. We are happy to recommend wedding coordinators, as well as, express the importance of hiring a coordinator for your special day!

Who will be our point person prior to the day of our wedding?

Your sales representative.

Who will be our point person on the day of our wedding?

Your sales representative along with the Food and Beverage Director. Both depending on your final headcount.

Do you require us to use your catering services?

Yes, we do require you to utilize our in-house catering services.

Can we do a food tasting before we finalize our menu selection? Does it cost extra?

Yes, we do provide a complimentary tasting for 4 guests before you finalize your menu selection. It is complimentary.

Can they accommodate special diets?

Yes, we can accommodate special diets which we would need to know prior to the event date.

Do you allow alcohol?

Yes, we do allow alcohol, but it must be purchased and served by the Historic Brookstown Inn.

Do you allow us to bring in our own alcohol?

We do not allow outside alcohol.

Are there additional charges for bar staff?

There is a bartender fee of \$75 for the first hour and \$25 for each additional hour (4 hours max). We recommend one bartender per 75 guests.

Are tables, linens, chairs, plates, silverware, and glassware provided, or will I have to rent them myself?

Yes, all tables, linens, chairs (ceremony and banquet), plates, silverware, and glassware are provided. If you require specialty rentals, we are happy to help.

Do you allow outside desserts?

Yes, we allow outside deserts including wedding cakes. Brookstown Inn is happy to provide cake-cutting services, plates, forks, napkins, and serving utensils for the dessert or wedding cake.

Must I use vendors of your choosing?

We have a list of recommended vendors, but do not require you to select from this list. We ask that you provide us with names and contact information of the vendors you are working with so we may assist with making day of arrangements, especially for vendors whom have never been to our venue.

How early can vendors get into setup?

11 a.m. the day of the wedding.

At what time will my guests and vendors have to leave the facility?

Guests must exit by 10:00pm. Immediate family and close friends assisting with tear down and vendors must exit by 11:00pm.

Can we have a DJ or band and dancing?

Yes, we ask that DJs and bands provide their own sound equipment. We have multiple outlets in the entire building to accommodate DJ and band equipment. We have a built-in dance floor in the Ballroom.

Who is responsible for setting up and tearing down décor and when?

Decoration is set by the client and/or the vendors any time after 11am.

Are there decoration limitations and do you allow candles?

The Brookstown Inn does not provide decorating services. This includes setting up or breaking down decorations. The Brookstown Inn is not responsible for failure of setting up decorations. The Brookstown Inn does not provide unloading or loading services of any decorations or items for events. No taping or pinning anything to the walls, 3M command strips may be used. No confetti, birdseed, glitter, or rice may be used on the property. All candles must be votive's or on appropriate plate and covered with hurricane glass. All Decorations and personal items must be removed at the conclusion of your event. If decorations, flowers, etc are not removed by the end of the night there will be an extra charge. The hotel cannot accept responsibility for any items or personal property left behind.

Do you have an inventory of décor (lighting, candle holders, vases, etc.) we can borrow from?

We do not have an inventory of décor. All décor is provided by the client.

How many people can sit at one table?

8 people can sit at one table (60" round).

Is there a secure area to store the wedding gifts?

We do not provide a secure area to store your wedding gifts. We require you to handle the gifts directly and we recommend storing them in your guest room or car.

What is the back-up plan for rain or inclement weather if using outdoor space?

We can always move outdoor ceremonies indoors to the Grand Ballroom. The events staff will work with you the day before your wedding to determine if an outdoor or indoor space will be set for the wedding.

Is there a shuttle service available?

The Brookstown Inn does not provide shuttle service, but our events staff can work with you to find reliable services in the area for your guests.

Are there adequate bathroom facilities?

There are men's and women's restrooms located on the first floor East Wing with multiple stalls.

Is the site handicap accessible?

There is an elevator and handicapped parking and entrances into the building. The only site that is not accessible is the lower courtyard.

Is there ample parking? Will guests be charged for parking?

We have ample, on-site parking for our events, and it is complimentary.

Do you have signage or other aids to direct guests to my wedding?

Yes, at each entrance to the venue there is a sign holder with last name of the bride and groom along with the room name and location of where the event is taking place.

Can we have our rehearsal dinner here?

What about a morning-after mimosa brunch? Yes, we would be happy to help with the rehearsal dinner and a morning-after mimosa brunch. Additional fees would apply!

Do you provide space for the rehearsal of the ceremony?

Due to the scheduling of events in the Hotel banquet spaces, we cannot guarantee a rehearsal time in reserved locations the night before a Wedding. However, we will certainly work with you on scheduling a rehearsal day and time that is convenient for you and your wedding party.

Do you provide a bridal suite?

We provide a complimentary guest room suite for 2 nights. Often, this is utilized as the bridal suite.

What overnight accommodations do you provide?

The Historic Brookstown Inn can block off rooms at a discounted rate for your out of town guests.

Can you hand out welcome bags when our guests check in to the hotel?

If you provide wedding welcome bags for your out of town guests, we require you to deliver them to the front desk before the guest's arrival date. The front desk will individually hand out the welcome bags to your guests at check-in. Please, do not individualize the gift bags. We will not put the gift bags in the guest rooms.