



FREQUENTLY ASKED QUESTIONS

What are the venue amenities? Venue coordinator; set-up & cleaning; hotel and venue support staff; gate security; privacy screens; refrigerated storage for cake & flowers; freezer; ice machine; preferred vendor list; payment plans; online guest portal to assist with venue planning and organization.

What amenities are included with the Holiday Ballroom & Hub? 72" round tables with natural wood chiavari chairs with ivory cushions for 150; gift, cake & food banquet tables; pub tables; indoor & ice chests; PA/AV/sound system; boutique restrooms; classroom tables; meeting chairs; elevated portable stage with skirt; podium

What amenities are included with the Holiday Courtyard? Outdoor band shell stage; Garden setting; 72" round tables; brown chairs with ivory cushions; outdoor heaters; outdoor bar & ice chests; pub tables; cake & food banquet tables; bistro lights; pop-up canopies; umbrellas; wooden benches; PA/Sound system; yard games

What amenities are included with the Hotel? Boutique design and decor; breakfast in bed; reception area with seating; room charges paid at check-in with guest pay option; room rates subject to holiday & special events

Can I reserve more than one venue for my event? Yes. Consider the Courtyard and the Ballroom for an indoor and outdoor option and enjoy the Hub, too. Your ceremony can be indoors with an outdoor reception or your ceremony can be outdoors with an indoor reception. It's all up to you! Meetings can enjoy indoor space for working and outdoor space for breaks and meals.

Do you offer wedding packages? Exclusive Packages? Small Weddings? Seasonal rates? Yes, our Destination Wedding Package is available any day of the week and includes all three venues for one night or the weekend, hotel room for newlyweds, & ivory table linens; For an Exclusive Event and late night event book the remaining 11 rooms. Our a-la-carte Build Your Own Wedding Package is available for select dates and allows you to choose your venue and any number of hotel rooms; Seasonal rates are available in mid November through March; Small Wedding Package is available for select dates and includes either the Courtyard or Ballroom, up to 50 guests, a king room for wedding couple and our romance package; Exclusive Small Wedding includes all of the Small Wedding offerings plus indoor and outdoor venues and ivory linens.

Can we bring in outside alcohol? Yes. We allow outside alcohol to be served to your guests with a hosted bar and a hired, certified bartender. Special event liquor permits are required for a public event only.

Can we choose our own caterer & vendors? Do you have a list of local vendors? Yes. We provide you with our Preferred Vendor list. Select your caterer & vendors from the list or choose to bring in your own.

Can I have an Exclusive Event? How do my guests pay for their Rooms? Yes. For an Exclusive event with late night option choose our Destination Wedding package and book the 11 remaining rooms; Room charges are in addition to the listed venue rental fees. Any number of rooms can be added to your venue reservation; Room charges may be deferred until check-in with a guest pay option; Rooms are included in the rental agreement and are part of your reservation. We ask you to provide us with a list of guests and their assigned rooms;. If one of your guests cancels, you may reassign the room.

What is included with the PA/AV/Sound systems? Holiday Courtyard: Our state-of-the-art music and sound system provides music from streaming to a live band; PA system with wireless microphones; 12 speakers throughout the Courtyard with three volume zones; Stage lighting; Rental parties select and hire the live music or DJ; Sound technician required with live band (ask for details); Courtyard/Ballroom sound plays throughout venues.**Holiday Ballroom & Hub:** State of the art Sound/PA/AV system; Three 75" monitors for videos or picture scroll; Tower speakers for surround sound; Wireless handheld and lavalier microphones.

What are the event end times? Can I have a late night event? Late night events until midnight are based on day of week, time of year and require the booking of all 12 hotel rooms and available with our Destination Wedding Packages; Without rooms: Event end time is 10:00 pm with music turned down at 9:30 pm to meet the City of Prescott Noise Ordinance.

Are linens included? Ivory linens are included with the Destination and Exclusive Small Wedding Packages. Our a-la-carte Build Your Own and Small Wedding Package offer a linen service. We will order, receive, place and return the linens for a charge per table. Black spandex linens are included with the Banquet and Pub tables.

What are the rental terms? Is a payment plan available? A signed Rental Agreement is required; Number of payments based on amount of time prior to event; Initial payment of 25% of total invoice due at reservation confirmation; A refundable security/damage fee of \$300-\$500 is added to the reservation and returned at the completion providing premises are returned in like condition.

Am I required to have insurance? Special event general liability insurance is required and covers the Lessee for general liability, host liquor; Coverage: 1 million per incident and 2 million aggregate with a certificate of insurance naming the Grand Highland Hotel as additional insured is required; Our guests often purchase insurance through www.eventhelper.com. Average premium for 100 guests is \$100.

What is your cancellation policy? As a small property with weddings and events booking over a year out, our cancellation policy is strict. 50% of total reservation invoices are due up to 270 days and 100% is due after 270 days prior to event. Any changes to original reservation will incur a change fee and be subject to current rates if applicable.