



Lake Guntersville State Park

1155 Lodge Dr.

Guntersville, AL 35976

1-800-548-4553

www.alapark.com/LakeGuntersville

**Customer Agreement and
Frequently Asked Questions
To assist you in planning your event**

The staff at Lake Guntersville State Park Lodge would like to welcome you to our wonderful facility. We look forward to the opportunity to serve you and your guests. Please review the questions, answers, and policies below.

Q. *Do you do the decorating for our event?*

A. We provide tables, chairs and white linens but we leave the personal touches and decorating to our brides. We will also provide you with a list of local businesses you can contact that provide these services. Keep in mind that all decorations brought in must be removed by midnight.

There are also a few other guidelines to keep in mind. No open flames - all candles must be enclosed (votive, hurricane lamp, etc.), and protected at the base to prevent wax dripping. No helium balloons are allowed inside the Lodge. No double-sided tape, nails, glitter or any other product that would leave evidence it was there. Although you are allowed to use Command® Strips to hang decorations. Anything you use to decorate must be removed the day of the event. No silk, plastic, or cloth flower petals may be thrown outside. They are not biodegradable and can harm our wildlife. Real flower petals only. Absolutely no fireworks, including sparklers are allowed anywhere on State Park property. Please leave the room the way you found it.

Q. *Can we decorate the Upper/Lower Terrace?*

A. We suggest minimal decorating on our terrace, so as not to detract from the gorgeous views. Also, remember all decorations must be removed immediately after your ceremony so that these public spaces may be cleared and re-opened.

Q. *What hours will the terraces and ballrooms be available for our use?*

A. For evening weddings we will have your room ready for decorating by noon. In some cases, we can let you in earlier providing you understand that our banquet staff may still be working to get the room ready for you. The room is yours until midnight. Please note that public spaces, such as the Upper and Lower Terraces, are only blocked off for you during the time of your ceremony. These areas are not an all-day rental and may have more than one ceremony per day. Please check with your sales person about available ceremony times (we require one hour between weddings to give each bride our undivided attention). If you need to change the established time of your ceremony please check with a member of our sales team before doing so to ensure that the requested time slot is open.

Q. *Do we have to make a deposit when we reserve venue rooms/space?*

A. Yes, all venue space rental fees are due with your returned contract(s). For Saturday events the deposit is 1/3 of the minimum purchase requirement. For other days the deposit is the total of the space rented. Payment is non-refundable and will be applied to your event balance.

Q. *Can we bring in our own food or alcohol?*

A. Lake Guntersville State Park Lodge is the sole provider of all food and beverage for all events. With the exception of your wedding cake and groom's cake we do not permit our guests to bring any food or beverage into the

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meeting and banquet rooms. Management reserves the right to remove food or beverages brought in to lodge, banquet rooms, or terraces.

All functions are subject to 8% sales tax. In addition, all food and beverage function are also subject to a 20% service/gratuuity charge. Food and beverage prices are subject to change without notice. Current menus and prices are available on our web site www.alapark.com/LakeGuntersville/Menus.

Q. *Can we sample the food before our wedding?*

A. Yes. If you would like to sample the food prior to your wedding we will be more than happy to schedule a tasting (charges do apply). To schedule a tasting simply let your Sales Coordinator know and we will be happy to arrange a convenient time for you to meet with our Food and Beverage Director. Please note that tastings are primarily scheduled Monday through Saturday between 1:00 PM and 4:00 PM.

Q. *When do we have to pay?*

A. A security deposit equaling 1/3 of the rental minimum for the ballroom reserved is required upon the return of your signed contract. Ninety days prior to your event an additional 1/3 of the ballroom rental minimum is due. Around 14 days before your wedding the remaining balance of your wedding is due. If any changes occur after the remaining balance is collected, increasing the amount of your wedding, this will be due no later than the day before your wedding.

We ask that you advise us of the final attendance numbers for your event three (3) business days prior to your function so we can make final arrangements. This number is considered a guarantee and will be the number we will prepare for and cannot be reduced.

Q. *Will you help us coordinate everything with our wedding planner, photographer, etc.?*

A. Yes, provided you have given us their names in advance, and we have your permission to make decisions with them. We will not discuss your event with anyone not cleared in advance by you.

Q. *What if we need lodging rooms for our event?*

A. We can take care of that for you, as well. We will hold whatever group of rooms, suites, chalets, and cabins that you need (subject to availability), and provide you with a group code for your guests to make individual reservations for your event. Once we hold your block of rooms, it is your responsibility to either provide us with a "rooming list" or make sure your guests make those reservations no later than 60 days prior to your event. Your block of guest rooms will be held until 60 days prior to your group's arrival. At that time any rooms not reserved will be released back into inventory. All lodging rooms should be reserved with customary first night's deposit. Cancellation of lodging must be made at least 72 hours prior to arrival or date of event to avoid penalty.

Please call 1-800-548-4553 to make lodging reservations. Make sure your guests have the 4 digit group code, located on your BEO's, when making reservations.

Q. *What if we want a bar available at our event?*

A. We can do that, too! If you don't want to serve in your banquet room, our Hickory Lounge Bar is open 6 days a week at 4 PM. Closing times vary. Your guests are welcome to purchase drinks in the Hickory during regular hours of operation. Alcohol cannot be served on Sunday due to local laws.

Q. *How will the banquet room or terrace be set up?*

A. We will provide you with diagrams of standard set-ups that have been proven over time to be the best set-ups for our venue spaces. However, you may choose to make a few adjustments, if you have something a little different in mind. We will work with you to make sure it is the way you want it.

Of course, there are guidelines on each banquet room, such as the number of people allowed based on whether it is a sit down meal or just a casual reception. We can usually accommodate your special requests; such as an area to dance, a head table, special cake tables, etc. Tell us what you need, and we will do our best to make it happen. Regular Lodge furniture (tables, chairs, hanging pictures, etc.) cannot be moved or removed. During the holiday seasons, no decorations are to be moved or removed.

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Also please note that for outdoor weddings the Lodge reserves the right, in the event of inclement weather forecasts, to relocate the function indoors. This decision can be made by management up to three (3) hours prior to the scheduled starting time. Please note that refunds will not be issued due to inclement weather.

Q. *What is the standard seating for a meal?*

A. We primarily use 6 foot round banquet tables with seating for 8 people. We also have 6 foot rectangular tables for use as head tables, cake tables, guest book tables, etc. and 4 foot round tables for cakes, gifts, etc.

Q. *Do we have to provide dishes, glasses, linens, etc.?*

A. No. If you are serving a meal, we provide everything that goes with it. Our banquet staff will coordinate with us to have everything ready for you. We even have options on linens. Ask us about your choices. You are welcome to rent your own linens and bring them in, provided you get them to us at least no later than 8:00 am on the day of your wedding so our banquet staff can set up the room.

Q. *Can we bring our own serving utensils, containers for beverages or serving platters for food?*

A. You can, but you must bring them no later than 24 hour prior to your wedding so that we can wash and sanitize them in our dish room, due to Health Department regulations. Chocolate or Punch Fountains must be provided by Lake Guntersville State Park Lodge.

Finally, we have a large LCD television in the lobby that announces all events. If you would like us to use a picture as your background, email it to your sales coordinator.

Q. *What are Banquet Event Orders (BEO's)?*

A. Banquet Event Orders are the documents that outline all the details of your wedding or reception. Approximately 30 days prior to your event we will contact you for your final menu selections, anticipated attendance, room setup details, times, etc. Once we have collected this information we will email documents titled Banquet Event Orders or BEO's for your review and signature. BEO's will be the agreement between you and Lake Guntersville State Park Lodge. These BEO's are distributed to our entire staff to assure that your event is a success. We ask that you carefully review each of the BEO's before signing and returning them to us via email, fax, or standard mail.

Please make any changes and/or additions to your BEO's or sales contracts by email or in writing rather than by telephone to ensure all communication is accurate.

Customer Agreement Signature Form

We must receive this signed agreement form in addition to any Banquet Event Orders, and deposits for any space reserved. We appreciate your quick response and are looking forward to hosting your special occasion at Lake Guntersville State Park Lodge. Thank you again for choosing Lake Guntersville State Park!

Customer Signature: _____ Date _____

Organization/Group Name: _____

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