

# Banquet & Wedding FAQ's

## How far in advance do I need to book my wedding/event?

We find that securing the date for the larger event needs to be done nine months to a year in advance. Our BUSY wedding season is from October to January and March to June.

## We're interested in having an event at Crystal Palace , can we find out what dates you have available?

Yes. You can call us or email us for date availability.

## How do we book your banquet room(s)?

You can submit your booking request through our website , calling us by phone or come in person. We will need a to know some details about your event such as date/time, estimated number of guests, service type (buffet/sit down), etc., and we can help you with just about anything you need.

## Do you require contracts for events?

Yes. We require contracts for events of 150 or more whether it be WEDDINGS, CORPORATE or PERSONAL. The contracts are as much an advantage to the client as to Crystal Palace. These contracts guarantee the date and specific room as well as prices and types of services.

## What deposit is required to secure the room for my wedding/event?

Deposits are required for Crystal Palace to HOLD the date for your wedding/event.

## How much is the deposit to book the date?

The deposit is \$2,000.00 to reserve the date upon signing of the contract and \$2,000.00 is due 60 days after the signing of the contract.

**Please note: ALL deposits are NON-REFUNDABLE.**

Location	Room Size	Minimum # of Guests	Deposit Amount
<b>New Orleans East Location</b> 10020 Chef Menteur Hwy., New Orleans , LA 70127	Whole Ballroom	150 Guests Sunday to Friday	Min. deposit of \$4,000
		300 Guests Saturday	Min. deposit of \$4,000
		Maximum capacity 600 guests	

<b>Harvey Location</b> 1725 Gretna Blvd., Harvey, LA 70058	Whole Ballroom	150 Guests Sunday to Friday	Min. deposit of \$4,000
		300 Guests Saturday	Min. deposit of \$4,000
	Maximum capacity 750 guests		

Contact Banquet Manager for more detail.

**Does Crystal Palace allow for renting ONLY the Ballroom space without purchasing the food?**

Yes. The prices for each ballroom are different. The fee for room usage for non-wedding, no food service events is dependent on size, day of week, and time required. We Do not allow the customer to bring in their own food or alcohol. The room rental fee MUST be paid in FULL within 1 months of the event date.

**What is included in the rental fee?**

Your rental fee includes: the banquet room; , set-up , tables, chairs, and basic linen for the tables ( 90" round table cloth).

**When is payment due for the Reception?**

An estimated proposal will be prepared based on your estimated guaranteed number and menu selections. Once a proposal is approved by our guest, the FINAL payment MUST be paid 30 days prior to the event date. The FINAL invoice will be given to our guests at the end of the event based on FINAL guest counts and additional charges. This Final payment is due at the end of the event.

**What other fees can I expect?**

Service Charge for Buffet or Family Style Service is 15% , Sales Tax is 9.75% for the Harvey location, and 10.50% Sales Tax for the New Orleans East location. Therefore, the Service charge of the event will be charged Sale Tax.

**What is your cancellation policy?**

All deposits are NON-REFUNDABLE after the signing of the contract. In the event if you cancel 7 days prior to the event date, you will be charged 50% of your total bill.

**Once we book a date for our event (wedding), how does the process work?**

The process starts with payment of the deposit. This needs to be completed in order to secure your reservation. After the date is booked, the timeline is generally as follows: We begin with standard event planning information, estimates on your guests, initial thoughts on menu, etc. We will have to set any necessary planning meetings in advance of your event –

recommendations: 3 Months, 1 Month, and 2 Weeks meeting respectively before the event date.

**How many hours do we have the place for?**

3 hours, additional one hour will result in an extra charge of \$1,000.00. No alcohol will be served after the 3 hours, only beverages.

**Are Bridal Parties will be count as guests?**

Yes.

**Are children will be count as guests?**

Yes, children 5 and under will be waived.

**What types of bar can Crystal Palace provide?**

Crystal Palace can provide different types of bars for your event. A1. Cash Bar – guests buy their own drinks A2. Open Bar – the host pays for all drinks served – all drinks charged per person, please see Bar Menu.

**What bar packages do you offer?**

Premium Brands.

**Can we bring in our own alcohol?**

Due to liability WE DO NOT ALLOW outside alcohol in our facility.

**What menu options do you offer?**

We have multiple menus for you to choose from including Traditional Wedding Menu, Banquet/Corporate Menu, Hors D'Oeuvre Menu, Plated Menu.

**Do you have in-house catering?**

Yes, we have our very own Executive Chef and Catering Team.

**Can we bring in our own food or caterer?**

No, we **DO NOT** allow outside food, alcohol or caterer in our facility.

**Do I have to go through Crystal Palace for my catering?**

Yes . Although, we highly recommend using our services for a smooth enjoyable process.

**I have guests with allergies. Can we order a special menu for them?**

Certainly you can. Our Chef will work with you to personalize any special menus you need (Vegetarian).

**How many guests can each of your banquet halls accommodate?**

The accommodation for New Orleans East Location – 150 to 600 . Harvey Location – 150 to 750.

**What is included in the Hall?**

Tables and chairs are provided (you don't have to rent them). We provide a white linen. You can bring in their own decorators, florists, and other vendors if needed.

**Do you have chair covers or other tablecloths?**

We can arrange to have chair covers for you for a fee and other size and coloured cloths are also available for a fee. The fee includes pickup and return to the providers, so you don't have to do it!

**Can we pick our own linen colors?**

Yes, we have a variety of linen colors to choose from for a fee.

**What type of tables do you have?**

We typically use our round tables (72" Round) that seat 8-10 comfortably. For New Orleans East location. We use 5 X 5 square tables for the Harvey location.

**Does your pricing include table and chair setup?**

Yes.

**Can I bring my own decorations (i.e.: balloons, centerpieces, streamers, drapery)?**

Yes, you may decorate the rooms and tables however you may not : staples, nails, tape to wall or ceiling.

**Do you have a dance floor?**

Yes. 25 X25

**What about candles?**

The New Orleans and Harvey Fire Department requires that all candles be contained in a vessel two inches taller than the top of the flame. All votive candles must be in a container.

**Do we have to clean up at the end of the evening?**

No. You only need to take your personal items with you. We are not responsible for personal belongings left behind.

However, if you are renting the venue, you will need to clean up at the end of the event.

**Do you have a valet service?**

No.

**Can we hire our own entertainment?**

Yes, you may hire any entertainment for your event providing venue approval.

**Does Crystal Palace provide any type of cake?**

No.

**Do you have a recommended list of your preferred vendors for the all the services that are not provided by Crystal Palace?**

Yes, contact Crystal Palace manager.