

# The Pavilion on Crystal Lake

FREQUENTLY ASKED QUESTIONS



## Policies & Procedures

### Does The Pavilion on Crystal Lake have a curfew?

The Pavilion on Crystal Lake has a 12:00 a.m. curfew on Fridays and Saturdays; 10:00 p.m. curfew on Sundays.

### What are The Pavilion on Crystal Lake Wedding suite policies?

You are welcome to use the wedding suite at The Pavilion on Crystal Lake on the day of your wedding. Two hours of time in the wedding suite prior to your ceremony is included in your ceremony fee. A safe is also available in the wedding suite for you to keep your valuable belongings while you are onsite. CT Wedding Group is not responsible for your personal items, so please use the safe while you are onsite. Additional time is not available in the wedding suite. For more time onsite at The Pavilion on Crystal Lake, The Lake Cottage is available to rent for an additional fee.

### What are The Lake Cottage at The Pavilion on Crystal Lake policies?

The Lake Cottage at The Pavilion on Crystal Lake is available for an additional fee to use as your wedding suite the day of your wedding. This beautiful house is equipped with a full bathroom, full kitchen, and plenty of space for getting ready. The Lake Cottage is available for up to five hours before the start of your wedding. It cannot be used for overnight accommodations or after parties.

### Can our guests arrive early to The Pavilion on Crystal Lake?

We strive to give each wedding personalized attention and exceptional service. Guests will need to arrive at the designated start time of your event. To discuss the timing of your event to ensure the best possible experience for you and your guests, please reach out to [planning@ctweddinggroup.com](mailto:planning@ctweddinggroup.com).

### Can I drop my dress and bridesmaids dresses off early?

No. We can't allow your wedding dress, or your bridesmaids dresses, to arrive at the venue prior to your arrival. We strongly recommend always keeping your wedding dress with you to ensure its safekeeping.

### Is The Pavilion on Crystal Lake handicap accessible?

Yes. The Pavilion on Crystal Lake is handicap accessible.

### Is The Pavilion on Crystal Lake heated & air-conditioned?

Yes! The Pavilion on Crystal Lake is fully heated and air-conditioned.

### If I am already booked with CT Wedding Group, can I tour The Pavilion on Crystal Lake before my wedding?

Tours and walkthroughs of The Pavilion on Crystal Lake for our booked couples are best scheduled during the week, with an event planner from CT Wedding Group who can open the venue, tour the space with you, and assist with any questions you may have. To schedule your walkthrough, please email [planning@ctweddinggroup.com](mailto:planning@ctweddinggroup.com).

### Can our shuttle buses stay at The Pavilion on Crystal Lake during the wedding reception?

Shuttle buses are allowed to stay at your venue during your wedding reception. Shuttle buses must remain in the parking lot area while on property and must be shut off while waiting. CT State Law prohibits the idling of vehicles for more than a three-minute period of time. CT Wedding Group staff will be monitoring shuttle buses throughout the duration of your reception to make sure that buses remain off.

### Is the covered deck area available for use all year round?

The covered deck area at The Pavilion on Crystal Lake is a seasonal location and is usually available April through November. Due to severe weather, and extreme temperatures, the awning may need to be removed. CT Wedding Group reserves the right to amend the use of the covered deck area at any time.

## My Ceremony

### Can I have a ceremony onsite at The Pavilion on Crystal Lake?

#### Is there an extra fee?

Yes, you can have your ceremony onsite at The Pavilion on Crystal Lake for a fee. The Ceremony Fee includes the wedding suite available two hours before the start of the wedding with complimentary beverages and crudité, our pre-ceremony welcome station with fruit infused waters and fresh brewed iced tea, ceremony coordination, and onsite rehearsal (time restrictions apply). The ceremony location may need to change at our discretion based on the weather and the conditions of the grounds.

### Can I have my wedding rehearsal at The Pavilion on Crystal Lake?

Your onsite rehearsal is included in your ceremony fee. Rehearsals are best scheduled on the Thursday before your wedding. If you prefer to schedule your rehearsal on Friday or Saturday, rehearsals must be completed five hours before the start of the event that evening, but no earlier than 9 a.m. This time may be subject to change based on the timing of the event on a Friday or Saturday evening. Rehearsals

are subject to availability. It is also highly recommended that your officiant be present for your rehearsal.

### If my ceremony is off-site, can I arrive early to take pictures?

Extra time may be purchased prior to the start of your reception to allow you and your wedding party to arrive onsite and utilize the grounds and the wedding suite while taking pictures. Extra time is available for an additional fee per hour.

### Is my dog allowed at The Pavilion on Crystal Lake?

Dogs are allowed outside at the Gazebo and on the lawn at The Pavilion on Crystal Lake for your pictures or ceremony, as long as they are kept on a leash and under control at all times. Dogs are not allowed on the beach. Dog handlers are responsible for cleaning up after the dog in order to preserve the cleanliness of our grounds. Dogs may also be a part of your formalities inside the venue but must be kept crated in the wedding suite when not a part of your formalities. You must inform us in advance and sign our waiver if you plan to include your dog in your wedding day.

## My Décor

### Will you set up my centerpieces, seating cards, etc.?

Non-perishable items can be brought to your wedding coordinator at your Final Appointment. CT Wedding Group will assist in the set-up of non-perishable items in pre-assembled, table ready condition. Items may include non-perishable centerpieces, toasting glasses, cake knife & server, favors, programs, amenity baskets for the bathrooms, table numbers, seating cards in alphabetical order, LED candles, cocktail napkins, card box, pictures, signs, etc. If your setup requires excessive time, or you do not provide us with your items in table ready condition, extra fees may be added to your final invoice.

### What about my family heirlooms, fragile, or irreplaceable items?

While CT Wedding Group will take every reasonable care to safeguard and protect your décor and personal items, leaving personal items with us before your wedding, especially family heirlooms, fragile items, or irreplaceable items, involves some degree of risk of damage or breakage. We STRONGLY recommend that you do not leave items that are especially fragile with us at your final appointment, and instead bring them to the venue yourself on the day of your wedding and set them in place. If you choose to leave family heirlooms, fragile items, or irreplaceable items in our care, we will ask you to sign a waiver as it gets closer to your wedding day.

## My Décor *Continued*

### Can I install my own lights or décor?

For liability reasons, all overhead and column décor must be purchased from and installed by CT Wedding Group. Event décor is charged on a per event basis and may not be combined with other events.

### Can I release sky lanterns?

Sky lanterns are illegal in Connecticut, therefore not permitted at The Pavilion on Crystal Lake.

### Are real candles allowed?

For the safety of you and your guests, and to preserve our historic venue, all candles must be LED, Flameless Candles. No real candles or open flame will be allowed at The Pavilion at Crystal Lake.

### Are sparklers allowed?

Due to the historic nature of The Pavilion on Crystal Lake, and the inherent risk of fire and/or injury with sparkler exits, CT Wedding Group does not allow the use of sparklers on-site.

## My Vendors

### Can I hire my own DJ?

Yes, although we strongly encourage you to work with our trusted entertainment partners. Please remember all entertainers must be pre-approved by CT Wedding Group before booking. To pre-approve a vendor, please email your planning team at [planning@ctweddinggroup.com](mailto:planning@ctweddinggroup.com).

### Do my vendors have to provide insurance?

All vendors bringing equipment into our venues must provide us with General Liability Insurance for no less than \$1,000,000. This includes, but is not limited to, a DJ, Band, Photobooth, etc. The insurance must name “**Pavilion Catering & The Polish Falcon’s Nest 519**” as additionally insured. Insurance certificates must be emailed to the planning team at [planning@ctweddinggroup.com](mailto:planning@ctweddinggroup.com) at least 1 month before your event. Entertainers will not be permitted to play at your event if they have not met this requirement.

### When Do My Vendors Need to Have Their Decor/Equipment Removed?

All vendors must have their equipment/decor/flowers removed from the venue

no later than **one hour** past the end of your wedding. Any leftover equipment or decor will be disposed of following the hour. Please let your planning team know if you have any questions.

## My Bar Service

### Can I bring in my own alcohol?

CT Wedding Group does not permit you to bring your own alcohol into The Pavilion on Crystal Lake. All alcohol must be provided and served by CT Wedding Group. This includes alcohol brought in while taking pictures and alcohol brought in by your guests. We offer an extensive bar selection and are happy to help with special requests. Any outside alcohol will be confiscated and returned to you after your event.

### Are shots allowed at Connecticut Wedding Group properties?

It is CT Wedding Group’s policy that shots are not allowed at the bar for the safety of you and your guests.





# Dinner Service & Dessert

## Do you accommodate guests with allergies?

CT Wedding Group makes every effort to accommodate guests with allergies. Because of the handcrafted nature of our cuisine, the methods our culinary team uses in our kitchen during food preparation, and our reliance on our food suppliers, *we cannot guarantee that any menu item is 100% allergen free. All common allergens are present and processed in our kitchens.*

## Do you accommodate guests with special dietary needs?

CT Wedding Group makes every effort to accommodate guests with special dietary needs. If, in accommodating a special dietary request, CT Wedding Group must source special ingredients from an outside vendor, additional fees may apply.

## What about children's meals?

Children aged 2 to 10 will receive a 50% discount on all per guest pricing. A sample children's meal would be chicken tenders with French fries and fresh fruit. Children will also receive a 50% off all add-on enhancements; including Cocktail Hour, Dessert, Late Night Snack, and Favors.

## What about minors?

Children over the age of ten (10) but under the legal drinking age of twenty-one (21) are considered minors. Minors are charged full package price for food, service and enhancements, less a discount for alcoholic beverages.

## Extra food/leftovers?

Guests can ask a staff member for a container to take leftover food from their plated meal home. If a guest does not show up, and your wedding coordinator is notified prior to dinner service, the main entrée course can be packaged to be brought home. No other leftovers will be permitted to leave the premises.

## Do I have to feed my creative partners (vendors)?

Your vendors are served each course/invited to the buffet as soon as all guests are served, unless

otherwise pre-determined with the event coordinator. Creative partner meals are available at a discounted cost per meal.

## When do I choose my menu?

Menu Planning & Details Appointments are usually scheduled about five to six months before your event and are scheduled during business hours Monday-Friday. Some evening and weekend appointments are also available but are limited during wedding season. The CT Wedding Group planning team will be in contact to schedule your Menu Planning & Detail Appointment.

## Do I need to add meal choices on my RSVP cards?

Yes. CT Wedding Group does require an accurate meal choice count for your wedding if you choose a sit-down dinner. An estimated meal choice count is due two weeks before your wedding. A final meal choice count is due the Monday right before your wedding. AllSeated will help you keep track of meal choices as your RSVP's come in, and it will help you count meal choices.

## Will there be a menu tasting?

Connecticut Wedding Group makes every effort for you and your fiancé(e) to experience our award-winning cuisine. Please contact [planning@ctweddinggroup.com](mailto:planning@ctweddinggroup.com) with any questions you may have!

## Can I bring in my own cake or dessert?

Yes, you can bring in your own cake or dessert. If you choose to bring in cake or desserts from an outside source, a per guest Outside Dessert Fee will apply. This fee will be waived for any dessert purchased through CT Wedding Group.

## Can I bring in my own cake if I've purchased a dessert through CT Wedding Group?

You can bring in your own cake for cutting if you've added on a dessert station through CT Wedding Group. The Outside Dessert Fee per guest will **NOT** apply if your cake is two tiers or less.

# My Financials

## Minimum guest requirement:

Your minimum guest requirement is established during the booking process and can be referenced on your signed contract. Vendors do not count towards the minimum guest requirement.

## How do I make my final payment and when is it due?

Your final payment will be due in full by certified bank check at your final appointment. Certified bank checks are made payable to “CT Wedding Group” Please note Credit cards and personal checks are not accepted for the final payment.

## Is the administrative service charge a gratuity?

Our administrative service charge is not a gratuity. The fee is used by the company to help pay for the services you will receive from us throughout the planning process and on your wedding day. This fee is taxable under Connecticut Law.

## What about tipping/gratuities?

Gratuities are not expected or required. If you would like to provide a tip or gratuity for your wedding coordinator and / or the staff at your wedding, please present the monies in clearly labeled envelopes, i.e., “Wedding Coordinator” or “Event Staff.”

## Can I use my credit card?

Credit Card Payments may be accepted for the Booking Fee, only by Visa, Mastercard, or Discover. American Express is not accepted under any circumstances. No other payments will be accepted by credit card. Our Preferred Payment Method is certified bank check, wire transfer, or cash, and Our Preferred Payment Channel is in person, at our office, located at 616 Long Hill Road, Middletown, CT 06457. Please note, credit cards may only be accepted for the booking fee. Credit cards are not accepted for additional amounts or for the Final Payment Due nor are they accepted within 180 days of your wedding. If you have any questions regarding your payments, please contact our planning team at [planning@ctweddinggroup.com](mailto:planning@ctweddinggroup.com).

## What are my scheduled payments?

Scheduled payments are listed on your contract and agreed upon when you reserve your wedding date with CT Wedding Group. These payments are scheduled to be due on the 15th of the month(s) listed in your agreement. Your scheduled payment is considered “overdue” on the 16th of the month. Should your account become “past due”, all services may stop until your account is up to date. This may include planning calls, emails, walk throughs, and your participation at menu tasting events.

# My Timeline

## Can I make any changes to my wedding details?

Menu and décor choices are usually made at your Menu Planning & Details Appointment which is about five to six months before your wedding. An email with your menu and décor choices will be sent out three weeks before your wedding for your confirmation. Any changes to your details after this point are subject to availability, and you will be billed for any cancellations of enhancements.

## When is my final count due?

Your Final Count and Final Meal Breakdown are due on the Monday morning right before your wedding, no later than 10:00 a.m. Final Invoices are e-mailed to you by Monday afternoon. We will also

ask that you provide us with an estimated count and meal breakdown two weeks before your event.

## When is my final appointment?

Final appointments are scheduled the Thursday before your wedding between 9:00 a.m. – 5:30 p.m. You may be asked to be flexible with the scheduling of your final appointment day/time in order to have your appointment with your wedding coordinator. Along with your final payment, non-perishable items in pre-assembled, table ready condition are also due at your final appointment. Your final appointment will be scheduled at your Menu Planning & Details Appointment.