



RIVERVIEW

Tips & Frequently Asked Questions

Payment Information

- **Mailing Address for the Riverview:** P.O. Box 245 Weatogue, CT 06089, Checks should be made out to The Riverview.
- **Deposits-** Deposit schedule is laid out in your contract. We will mail you an invoice and envelope before it is due.
- **Final Invoice & Payment-** Final invoice will be quoted on Wednesday before your wedding with payment due by that Sunday.
- **Wire Transfer** option is available for final payment. This is sent from a cashier at your bank directly to The Riverview's account. This is not done through an online bill pay option or app.
- **Tipping/Gratuities-** The 20% Operations Charge that is applied to all charges is not a cash tip/gratuities for the staff. You are welcome to tip your coordinator and waitstaff at your discretion, as thank you for a job well done.
- **Pricing-** Adults are full price, including the bride and groom. Children aged 6 – 14 and Vendors are half price, children aged 5 and under are free and don't count towards your minimum.
- **Minimum-** If you do not meet your contracted minimum with adult guests, kids 6-14 and vendors will be charged at full price until the minimum is met. Then will be charged at half price.
- **Enhancements-** (stations) are priced at the full/actual guest count.

Planning Information

- **Menu Planning Meeting-** 4-6 months before your event you should contact your event coordinator to schedule a menu-planning meeting. This meeting involves selecting your menu, cake style, linens and details about vendors.
- **Tasting-** You will be invited to "A Night At The Riverview" approximately 6 months before your wedding. This event will feature a selection on Hors D' Oeuvres, Chefs Choice Composed Option and Entrees you will select from. Cake tastings will be available to-go and it will be \$40++ per person (max 2 people) and will be added to your final invoice.
- **Guest Counts, Meal Counts-** This information is due 14 days prior to your event. Please use the sheet provided in your menu meeting, as well as the floor plan template you received. At this time, you will schedule a drop off appointment with your coordinator. ***It is imperative that we get this information on time to place food, liquor, linen orders and complete staff scheduling.***
- **Floor Plan-** Please do not re-number the floor plan. If any adjustments need to be made, ask your coordinator.

- **Drop Off-** Place cards, favors, cake knife and server, toasting flutes, etc. If you have special instructions regarding decorations or favors, please include these instructions with your items. Please tag all items with your name and event date. The Riverview does **NOT** fill out place cards for you. We have blank you may fill out and return back to us.

Ceremony Information

- **Rehearsal-** Rehearsals will be scheduled with your coordinator with your ballroom is available. Please note we do events all nights of the week, so rehearsal may not be the evening prior to your wedding.
- **Sound-** Your DJ or Band are responsible for sound equipment/microphones.
- **Timing-** If you purchase an hour for your ceremony, and do not use the entire hour, we will begin cocktail hour as soon as your ceremony ends any "extra" ceremony time is for dancing.
- **Arch-** Professional insured florists are the only ones allowed to decorate the arch. They must provide their own ladder, wire, supplies. The Riverview and client will NOT be responsible for decorating the arch.
- **Décor / Flowers-** Fake/Silk Rose petals, Aisle Runners and Candle Décor is NOT allowed.
- **Seating-** We provide ample seating for your guests at the ceremony. The typical chair configuration is based on the number of guests you will have attending.
- **Handicapped Accessibility-** Handicapped ramps are set up along the sides of the tent. Guests that require assistance will be guided to their seats.

Reception Information

- **Invitations-** Please make sure that your invitation includes the exact start time of your event, stated on your contract. If your ceremony is not at the Riverview, please note the reception start time, NOT "reception immediately following", as our lobby waiting area is limited.
- **Shuttle-** If you or your hotel is providing shuttle service for your guests, please ensure that you have a schedule that is conducive to your contracted event time, especially if more than 1 trip is required.
- **Arrival-** Please schedule you, your bridal party and your vendors arrival time with your coordinator as there could be an event prior to yours.
- **Centerpieces-** The Riverview offers hurricane candle centerpieces with 3 votive candles per table. If you prefer to bring in your own centerpieces, we are happy to still provide three votive candles per table. Please note bare candle sticks/ candelabras are NOT allowed.
***** If assembly is needed, approval from your coordinator is required *****
Glitter, Confetti or items smaller than a dime cannot be sprinkled around
- **Seating/Tables-** Dining tables are 72 inches around, and hold 10-12 guests. Sweetheart tables are 48 inches around, and the cake table is 36 inches around. For your cocktail hour, there are approximately 20 tables in various sizes / heights. We allocate 2 feet per person at head tables. If your bridal party exceeds 16 people, we cannot accommodate a head table. Your coordinator will be happy to explore alternative options for your attendants.

- **Cake Ribbon and Design-** For custom ribbon colors please provide 5 yards of 1.5" wide polyester grosgrain ribbon. No Satin, sheer, or wired ribbon. Special cake designs must be submitted for approval no less than 30 days prior to your event, additional charges **WILL** be quoted by Pastry Chef based on materials and labor.
- **Candles-** Real lit candles are allowed as long as they are within glass, No bare candle sticks/pillars and No real candles on the floor.
- **Shots-** Shot glasses are **NOT** allowed as favors. For the safety of your guests, our company has a No Shot Policy. However, our bar is open for your entire reception.
- **Table Numbers-** We provide table numbers for each table unless you provide your own.
- **Card Box-** We provide a locked mailbox for your gift cards. We do require that you use our mailbox for your event. ***Bird Cages, Open Baskets or Boxes are not permitted.***
- **Menu Cards-** Only allowed with day of 2 protein/1 vegetarian meal choice. Preselected meals do not need menu cards.
- **Chargers-** are not permitted.

Vendor House Policies

- **Liability Insurance/ Workman's Comp-** Valid Liability Insurance Policies are required to work on property. See coordinator for details.
**** ONE DAY POLICIES ARE NOT ALLOWED ****
- **Arrival/Setup Time-** Please confirm with coordinator prior to the wedding.
- **Check in-** at the front desk of our main lobby for load-in instructions. Please know the clients last name and event ballroom.
- **Equipment, rentals, decorations, etc. are to be removed at the END of event.** We do NOT store items, nor are we responsible for any breakage, missing items, or items left behind.
Please provide ALL necessary equipment needed for setup
 - i.e. extension cords, speakers/microphones, floral/décor vases, ladders, etc.
- **Timing-** Please work with the coordinator on event timing, introductions, cake cutting, etc. We ask that you communicate with us before proceeding with any of these activities.
- **Vendor Meal-** You will receive an entrée, served in the cocktail area. Please provide all meal selections or allergies with your client as well as an accurate number of employees working for your company on the event day. Vendors who are seated at a guest table will be considered a FULL price guest.
****Alcohol consumption by any vendor is NOT allowed on our property****
- Fog Machines, Dry Ice, Confetti, Confetti Poppers, Fake Snow, Fake Rose Petals, Glitter or Pyrotechnics are not permitted.

Misc. Policies

- **Outside Food-** Outside food is not permitted.
- **Set-up Fee-** \$2500 Empty Room fee for removing all tables, chairs, stations from ballroom.
- **Sparklers-** Allowed for bridal party photos not for sparkler send-off with guest at end of night.