



## EVENT GUIDELINES & CHECKLIST

Important policies, reminders and tips regarding your event

### DEPOSITS

Personal checks, cash, and wire transfers are all accepted for deposit payments. Unfortunately, we do not accept credit or debit cards for any payments at any time. Checks can be mailed and made payable to 'The Riverview'. Please contact us immediately if you miss or are unable to make a required deposit.

**TO DO ITEM:** Mark your payment due dates on your calendar to help with budgeting.

### FINAL PAYMENT

Final payment must be received at The Riverview seven banking days prior to your event by either cash, certified bank check, or wire transfer. Please note that personal check are not accepted for final payment.

**TO DO ITEM:** Mark your payment date and note the accepted forms for payment.

### GUEST COUNT & GUARANTEE

Your final invoice will be based on your final guest count, which is considered confirmed and final fourteen days prior to your event date. It must be equal to or greater than your minimum guarantee as noted on your contract. No refunds are issued once final payment is made. This is a standard in the event reception industry.

**TO DO ITEM:** Mark your calendar and plan to get RSVPs back one month prior to your event date.

### OPERATIONAL CHARGE

All pricing is subject to a 20% Operational Charge and CT sales & use tax of 7.35%. Please note that the operational charge is an administrative charge and not a gratuity, and therefore is taxable.

**TO DO ITEM:** If you would like to see an estimated total for your event to help you build your budgeted, contact us!

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### MENU PLANNING

You will make your menu selections with your Event Coordinator approximately four to six months prior to your wedding date. To schedule this appointment, please reach out to your Coordinator. You and your fiancé will also be invited to 'A Night at the Riverview' where you will enjoy a chef selection of food options and a cake tasting.

### GRATUITIES/TIPPING

Gratuities are not included in the per person cost at The Riverview. It is customary to tip your Event Coordinator, Assistant Coordinator and Bridal Attendants. Guests typically tip the bartenders, and additional gratuities for servicestaff are at your discretion, and always appreciated. General guidelines are Event Coordinator: \$250 - \$500+ depending on event size & complexity; Assistant Coordinator: \$100 - \$150; Bridal Attendants: \$50-\$100 each (there are two); Servers: \$25-\$50 each; or a total estimated budget of \$1,000+ for all staff. Your Event Coordinator can distribute these gratuities night of.

**TO DO ITEM:** Questions? Please reach out to Stephanie O'Reilly, Operations Manager, [SO@Riverviewcatering.com](mailto:SO@Riverviewcatering.com)

### GIFT MAILBOX

The Riverview provides a locked gift mailbox for any gift envelopes that your guests bring to your event. The mailbox remains in the ballroom & locked throughout the event and is only opened by a Manager at the end of the evening in your presence. We do not allow your own baskets, birdcages or boxes.

**TO DO ITEM:** Decide whom you would like to be in charge of these envelopes after you leave the event

### OUTSIDE FOOD

For food safety reasons, The Riverview does not permit food from outside vendors to be brought into and/or served at our venue unless specifically discussed during booking and noted on your contract. Outside caterers must be licensed, properly insured and approved by The Riverview before the booking.

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### ALLERGIES

Alert your Event Coordinator if you, your wedding party, family or guests has a serious food allergy. We can accommodate most allergies with advance notice and any modifications to meals or stations should appear on your Event Menu. Note that our facility does process gluten, nuts, and other allergens, so we may not be able to accommodate the most severe allergies.

### BAR

For the safety of your guests, The Riverview has a 'No Shot' Policy at our bars, and our bartenders are not able to serve shots before or during your event. The Riverview does not permit you to bring your own alcohol into the venue unless specifically noted on your Event Menu. This includes alcohol brought in while taking pictures before the ceremony, and alcohol brought in by your guests.

### DISPLAYS & DECORATIONS

All displays, decorations, floral arrangements, etc. brought into The Riverview must be of a type that does not mar or do damage to the premises and must be removed after the event. Event Coordinators are not florists and do not do large set-ups or assemblies.

### EVENT MANAGEMENT

The Riverview reserves the right to control all events held at our facility. All external vendors including DJs, Photographers, Florists and Event Planners must follow The Riverview's policies, be fully insured and work through their Riverview Event Coordinator for all pre-planning and day-of logistics.

**TO DO ITEM:** Remember to share all of your vendors with your Coordinator + ask your vendors to send copies of their insurance to The Riverview.

## THANK YOU!

We encourage you to read our [FAQs](#) or contact us with any questions!

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