



Frequently Asked Questions

Ceremony Rehearsal

1. When is my ceremony rehearsal?
 - **Generally, we book these the day before your event at 12pm or earlier.**
2. Who coordinates my ceremony rehearsal?
 - **A hired planner, they would also coordinate the ceremony on the day of your event.**

Ceremony

1. Do you provide ceremony chairs and what do they look like?
 - **Yes, we do. They are standard fruitwood (West Shore) or natural wood (Homewood) folding chairs with a cream pad. They are then used for dining chairs as well.**
2. Can I bring my dog to the ceremony?
 - **Yes, only if your ceremony is outdoors, dogs are only allowed outside the venue for full venue buyouts only. Homewood Mountain is dog friendly for the entire event.**
3. Do you provide any ceremony décor?
 - **Yes, both venues provide an arch; décor for the arch would need to be bought in.**
4. Can you move or cover the boats at the Marina next door to the lawn at West Shore?
 - **No, that is not our business and the marina is a functioning operation year-round.**

Reception

1. Do you provide tables and chairs and what do they look like?
 - **Yes, we provide standard 6x2.5' and 8x2.5' dining tables with standard white linen. For summer events we move the ceremony chairs to the dining tables and re-use them there. For winter events, we use a combination of folding chairs, brown wicker chairs and brown high-back chairs (inside only). We have limited inventory thus it is required that all table needs are specified 2 weeks in advance.**
2. What do the linens you provide look like?
 - **Standard white linens, they are NOT floor length. Standard white napkins.**
3. Can I bring candles?
 - **Yes, but they need to all be inside glass cylinders. Please bring extra lighters if you are bringing in a lot of candle décor.**

4. What about place-cards and entrée indicators?
 - ***We REQUIRE these for all plated dinner options. Please ensure entrée choices for each guest are designated on these place-cards. Without these, we cannot guarantee there will be enough food if people change their minds. There will be a 5% surcharge added to the entrée price if indicators are not provided.***
5. What type of china, silverware and glassware do you provide?
 - ***Clear glassware, all-purpose wine glasses, standard silverware and white china. We do not provide chargers.***
6. How many staff members do you provide?
 - ***1 staff member per 10-14 guests depending on the size and style of your event. There will always be a minimum of 2 bartenders scheduled throughout the event.***
7. What about kid's food?
 - ***Kid's meals are \$25 each and come out during the first course of plated meals. You can give the children a choice between Chicken Tenders/Fries or Macaroni & Cheese. Please let us know in advance how many of each item you need.***
8. When should we plan for speeches?
 - ***We recommend all speeches taking place after entrees are served to keep hot and consistent food quality.***
9. Who facilitates this timeline?
 - ***A hired wedding planner and/or your DJ would ensure speeches are done at the right time; music is played correctly, etc. We are responsible for ensuring food and beverages are taken care of.***
10. Can we bring in sparklers?
 - ***Yes, you can at West Shore; they are NOT allowed at Homewood Mountain. At West Shore they can only be lit in the parking lot and you must provide 1 water bucket per 25 sparklers and long stem lighters.***
11. Can we use rose pedals on the ceremony aisle?
 - ***Yes, but we do not allow any synthetic décor to be used during your event that could potentially blow into the lake and surrounding areas.***

AV/Music

1. How long can music go?
 - ***Amplified music inside or outside must end by 10pm.***
2. Do you provide a mic and/or PA system?
 - ***No. We do not provide any AV equipment for the ceremony or the reception. West Shore has an in-house sound system that plays on the deck, pier and inside the dining room only.***

3. Can I use this in-house sound system?
 - ***Yes, you can plug in an Ipad or laptop into this system to play music. However, you would be responsible for managing the playlist; we would not be responsible for this.***
4. Do you provide a spider box for band needs?
 - ***Yes, we have one spider box we can provide with (6) 20-amp circuits.***
5. Do you provide a projector for a slideshow?
 - ***We do not, but you are more than welcome to bring anything needed for this.***

Vendors

1. What vendors do we need to book?
 - ***A wedding planner, florist, photographer, music and officiant are the most common.***
2. What are your load-in and load-out times?
 - ***3 hours prior to your event vendors can load-in; all items must be removed from property by 9am the day after your event.***
3. Do you provide vendor meals?
 - ***Yes, they are \$25/each and one hot food item of our Chef's choice. We provide all vendors their food right AFTER all of your guests get their entrees.***

Weather Plan

1. What is the back-up weather plan?
 - ***Plans vary based on the planned set up for your event, however a TENT is the only weather plan option for outdoor events. Tent pricing range from an additional 2k-5k depending on the size and style. It is the client's responsibility to secure a tent rental.***
2. If the weather is poor, would you cancel a Homewood Mountain top wedding?
 - ***Yes, if we cannot run the chairlift then the ceremony would take place either at the Lower Mountain site or at the South Lodge of Homewood. This is determined the morning of the event.***
3. Do you provide a green room for our band to change in?
 - ***Should your band require a room to change in, that must be coordinated in advance and room rental fees range from \$300 - \$500 and depend on availability.***

Parking

1. Where is the parking for West Shore?
 - ***The West Shore Café lot is used for parking, along with the Homewood Mountain North Lodge parking lot across the street.***
2. Where is the parking for Homewood South Lodge events?
 - ***There is plenty of parking at the south lodge for all events taking place there.***

3. Do you provide valet services?
 - ***We do not.***
4. Are their local transportation options for our guests?
 - ***Yes, our preferred vendor list has transportation companies that we recommend to drop off and pick up your guests from their hotels. There are also a few taxi companies in the area that the front desk can call for guests after the event.***

Rentals

1. What additional rentals do you recommend?
 - ***A dance floor if you plan to dance outside, high cocktail tables with linens, market string lights over the deck, lawn or south lodge, additional heat lamps. Umbrellas are recommended for Homewood South Lodge events to give ample shade. None are required but they are recommended. You can rent this yourself or reserve them through us.***
2. What if I want different tables or chairs?
 - ***Those would need to be provided by yourself or booked with us for an additional charge.***
3. What time can rentals be delivered?
 - ***Rentals, tents, etc. can be delivered the day of your wedding, as early as 7am. Tear down needs to be happen the next morning before 9am. We do not provide a representative on property for rental deliveries. It is REQUIRED that you notify the events manager of any rental deliveries coming to the property, as well as the load in and load out times.***

Lodging (West Shore)

1. What are the check-in and check-out times? Can I check in early?
 - ***Check in is 4pm and check out is 11am. This would need to be pre-arranged with our lodging manager and is generally not available to secure in advance. The only way to guarantee this would be to book the night before.***
2. Can I get a late check out so I can get ready in my room?
 - ***Unfortunately, this cannot be guaranteed in advance. Any late check outs are only approved the day of the event. Since we only have 5 lodging rooms on property, we need to adhere to strict check-in and check-out times.***
3. Can I get my room additionally refreshed in the afternoon?
 - ***Yes, but this would need to be arranged ahead of time with our Front Desk staff.***
4. How do I secure rooms and lodging blocks for my event?
 - ***These would need to be in your contract that you signed with our Event Sales Director. Once you have signed your contract with the lodging block, this can only be changed with our Lodging Manager or Event Sales Director directly. Often times, your contract will need to be revised and re-signed if this is an option.***

5. How many rooms do you have on property?
 - ***We have 5 rooms on the third level of West Shore Cafe. Thee lakefront suites, one mountain suite and one standard room. Video tours are available online.***

6. What about the villas next door?
 - ***West Shore Cafe property manages 2 villas next door. They are each 3 bedroom/3 bath with a full kitchen, den and dining room. They are booked online or through our Event Sales Director.***

7. Can my guests call in to put down a credit card in my lodging block?
 - ***We require a rooming list from the bride and groom prior to allowing any guests to call in and reserve rooms. Since we have a small number of rooms, we need to guarantee with the clients who is being placed where, before we can assign any guests specific rooms.***

8. Is payment for the lodging rooms included in my final bill?
 - ***No, the lodging rooms need to be paid for serpately from any event billing. You will need to let our Lodging Manager know exactly how you would like to pay for rooms and what card you would like to use. We require this information from you BEFORE you check into your rooms.***

Bar

1. We would like a Champagne toast. Do we need to notify the West Shore in advance?
 - ***Yes, we need to know about champagne toasts in advance of the day of the event so we can successfully execute the toasts.***

2. Does a Champagne toast cost extra?
 - ***If you have a bar package, a champagne toast is not included. Please reach out the event's manager to inquire about pricing.***

3. How do we select the wine for our event?
 - ***Please select one red, one white & a sparkling wine in whichever Tier you would like to serve.***

Miscellaneous

1. What forms of payment do you accept?
 - ***We accept all major forms of credit card (VISA, M/C, Amex) and checks.***

2. What should we expect from the tasting?
 - ***We host three tasting events a year, complimentary for four people. You will be able to select a date after a signed contract is submitted. You will be able to taste a selection of appetizers, first course options, entrees, cakes, dessert bar selections, wine and cocktails.***

3. Do you have boat valet services?
 - ***Yes, our boat valet (SWA Watersports) operates off of our pier May-October. You can book boating activities directly with them. Also, please note, during these months that boat operations do happen off of our pier but will always end 60 minutes before your ceremony.***

4. Can we take pictures on the pier next to the property?
 - ***Unfortunately, the pier next door to the West Shore Café is a private pier and access is not allowed.***

5. When is my final guest count due?
 - ***Your final menu selections are due (1) month in advance. Your final entrée counts / guest counts are due (2) weeks in advance. You must finalize your floor plan (2) weeks in advance, as well. Should a guest cancel within 2 weeks prior to your event, you will still be held accountable for paying for that guest's meal.***