

Wildwood Acres Resort

CLIENT GUIDELINES

First of all, thank you for selecting Wildwood Acres Resort for your celebration.

We are a team.

You have signed on for some of our primary services. Our goal is to minimize costs, but additional services are available by request at an additional charge. In order to ensure that you do not incur any unforeseen charges and see that your event flows as smoothly as possible, we have compiled the following guidelines. Please feel free to contact us with questions or to discuss your wedding day vision. We are going to work together to make this day very special for you.

Budget:

Plan to spend an extra \$150 for every 30 – 50 guests to account for incidental charges which may occur on your wedding day.

- 1) Extra table settings for last minute RSVP's...
- 2) Last minute changes in set-up...
- 3) Vendors forgetting some of their equipment...
- 4) Special requests by the bridal party...etc.

These are things you must have:

Seating Map: We will provide you with a blank map of the reception at the final meeting. Please complete and return to Wildwood Acres Resort seven days prior to the ceremony date. It should include table numbers, the number of chairs at each table, plus any booster seats and high chairs. We provide seating for exactly the number of guests counted at the final meeting. Unexpected guests and/or vendors will be charged 1.5 times the normal rate.

Master of Ceremony: The most important requirement to ensure positive flow of your special day. Have a qualified person to be the master of ceremony. This is usually the DJ, but can be the lead singer, hired entertainer, or someone with good speaking skills. Their job is to maintain continuous flow of the event. He will coordinate announcements, begin the toasts, and assist with the meal service.

Before your wedding:

Payment Schedule & Meetings: Please refer back to the contract, page 2 for a schedule of payments. At any time, you may schedule visits to show the grounds to those who wish to see it. Three weeks before the event, you must meet with our catering and events manager to discuss all the details of the reception.

Decoration Set-up Crew: If you do not have a day of coordinator you can create set-up and pack-up crews from friends and family. They can help with guest book signing, cake settings, party favors, decorations and gift removal. Wildwood cleans up the tables, chairs, lines and such. Keepsake items are what you need to assign to a pack-up crew.

DO NOT TRY TO DO EVERYTHING YOURSELF. The day is your special day! A little preparation will make a carefree memorale day.

Hired Vendors: It's important to have professional vendors. You're paying for their experience in making sure that all the details are covered. All professional vendors must be licensed and insured to work in Contra Costa County. Using friends and family can be cost saving. However, if you rely on friends and family, any services or items Wildwood provides to help your friends, family, or unprepared vendors will be assessed a fee and automatically deducted from the Security Deposit.

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Sample Itinerary:

Our time frame is based on the most economical for simple elegant wedding and reception. Additional time, in most cases, can be purchased for extending any part of your special day at Wildwood Acres Resort. Below is a sample Itinerary for 5 o'clock ceremony, and 5 hours rental time. Total time at Wildwood is 4pm to 9pm, 5 hours.

Before 4 pm	Tables, Chairs, Linens, and ceremony site set up.
4 PM	Vendor set up and Bridal party entrance and pre-wedding photos.
5 PM	Ceremony
5:30 pm	Post wedding photos, appetizers, and bar opens
6:00 to 6:15	Seating for dinner and introductions
6:15 to 7:15	dinner
7:00	toast followed by 1 st dance.
8:15	Cake cutting/Bride and Groom thank you(s) (More toasts)
8:30	Last Dance
8:30 to 9	Good Byes, pack up gifts and personal items.

Longer ceremonies, more photographs, special activities and unique family traditions and/or more dancing party time could effect the time line. Any special circumstance that is longer than 15 minutes would require the consideration of additional purchase of time.

Arrival/Entry Time:

Please inform your vendors and helpers that early entry is not permitted. Extra time for you vendors can be purchased if they need more than the hour set up time given. The arrival time will be written on the final invoice and itinerary worksheet provided to you at the final meeting before the wedding. Time is of the essence in ensuring a smooth start to your day. Vendors may arrive 20 minutes prior to the entry time and prep in the parking area away from the front gate, but may not enter until the contracted time. Wildwood Acres Resort will have tables, chairs, and linens set up before your rental time begins.

Parking lot

The parking lot is the property of Wildwood Acres Resort, and is subject to the same rules and policies that apply to the rest of the reception site. Please interpret this as "No alcohol allowed in the parking lot". If the Bridal Parties need to have drinks prior to the start, you must make arrangements with Wildwood.

Alcohol and Beverage Services

No outside alcohol is allowed onto the property.

No alcohol may be taken out of the reception area to the parking lot.

Wildwood Acres provides, as part of the catering packages, a full liquor 'cash bar' for your guests to purchase cocktails and spirits at each event. If you request not to have a full liquor bar available, there may be an increase to the package price.

For the amount of appetizers in the Beautiful and Exquisite package, seating for dinner service must begin within 45 minutes of the end of the ceremony. Additional appetizers can be purchased to extend the dinner start time.

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Set up and Decorations:

Any tools for decorating, due to insurance restrictions. Provisions for ladders, stepladders, floral wire, tape; scissors, etc. are the responsibility of the decorators/designers. Standing on chairs is dangerous and prohibited. Wildwood Acres Resort can rent tools and items. Table decorations using colored water, sand, loose rose petals or confetti sprinkles can result in extra clean up charges. Instead, consider fresh flowers, live plants, and enclosed candles for your decorations. Replacing linens soiled during decoration will be replaced for per tablecloth **and** per napkin charge.

Releasing of birds, butterflies or any other creatures is not allowed. Blowing bubbles is allowed. Throwing rice and/or birdseed is allowed with an automatic clean up charge.

Candles:

Candles must be fully enclosed in glass. For safety, they must be on tables or no lower than 30" off the ground. Votive candles must be electron.

Flowers:

Flower petals are OK to be dropped by the flower girls. However, RED ROSE PETALS STAIN, and we do not permit dropping them down the aisle or scattering them on tables as decoration. A centerpiece with a low center of gravity is best as tall centerpieces have blown over. Many florists have decorated the ceremony arch with an arrangement that performs double duty as your head table arrangement.

Buffet area:

The buffet table is a very active area, with several transitions through the event. If you want to decorate the buffet table, please limit this to garlands, bows, and small clusters of flowers attached to the front of the table skirting. Avoid tall or medium to large arrangements.

Party Favors, etc:

On the day of your rehearsal, or by appointment, you may bring small items such as favors, cake knives, guest book, and champagne flutes. These items must be boxed and clearly labeled. Fresh flowers, live plants, balloons, and larger items should arrive when your rental time begins.

Pack-up & Departure:

Simply put – What we set up and bring out, we will take down and put away. What you bring in is your responsibility to take out. You and your vendors are to remove **everything** that does not belong to Wildwood Acres Resort at the end of your contracted time. If you leave any items, there will be storage and/or clean-up fees. Anything left after your rental time is subject to an hourly cleaning fee (min. \$200.00). Please do not honk, yell, scream, or put noisy cans (which fall off and need to be picked up) on the backs of the cars. Vendor break-down must be continuous. If vendors take long breaks 15 or more minutes during break down and crew members must stay late for them, a deduction from the security deposit equal to the 'day of' hourly rate at 20 minute increments.

Clean-up Option:

If you would prefer not to burden yourself and your family and friends at the end of your reception, Wildwood Acres Resort can provide a clean-up service for you for a service fee. We would begin an hour before the end of your contracted rental period.

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Extra Time:

If you or your vendors need more time:

When available, you may add additional time to any time block. Extending time on the day of the event is up to the management.

Talk to *each* vendor *before* you send out your invitations to ensure that they can set up and break down within the allotted time frame (one hour setup). If they will be unable to accomplish their tasks within this time frame, please consult with Wildwood Acres. Additional time is per half hour. If the decision is made to add time after your final payment is made, the cost of extra time is increased and per 20 minutes. Restrictions apply.

If photographs take longer than 30 minutes: - Consider buying extra time and appetizers.

The basic buffet option with two appetizers allows for 40 minutes between the end of the ceremony and the beginning of meal service. If you wish to delay your dinner due to an extended photography session, please provide extra appetizers to your guests or allow the meal service to begin while you continue the photo session.

Upgrades:

You may upgrade chairs, linens, and other items. Any items already provided for you by Wildwood Acres that you wish to replace with upgraded rentals is permitted but must be within the criteria of the contract and guidelines. Wildwood Acres Resort will upgrade items for a fee. Any items you bring in must be approved by Wildwood, removed at the end of the rental period, and subject to a service fee.

Vendors:

Your vendors need to follow our rules, regulations, and guidelines:

Our Vendor List is not exclusive. If you choose any outside vendors, please provide each with their relevant page from our "Vendor Guidelines". **You are responsible for your vendors' actions.** All vendors must sign the guidelines page with their business licence and Proof of insurance. Make a copy for your records in case you need reimbursement for expenses incurred by them. All hired vendors must provide a valid business license and proof of Insurance.

Guests:

Head Count:

Twentyone days (3 Weeks) before your event, you must submit guaranteed head count of all guests and vendors expected during the time of the meal. We will verify the count on the day of the wedding by the number of settings on the tables, the number of plates used the first time through the buffet line, and, if needed, a "walk-around" head count. Food is prepared for this number of guests. If unexpected guests or vendors arrive, you will be charged 2 times the normal per guest rate and you run the risk of running out of food.

No-shows: Food has been ordered, paid for, and prepared. We do not give refunds for "no shows".

Seating:

Assigned seating:

Showing your guests where to sit can be as simple as placing a list of your guests' names on a piece of paper in alphabetical order with their table numbers next to the guestbook. We will provide an average of 9 chairs per table. Some may have 8, some 9, and some 10. We have table numbers with stands to assist in numbering each table. If you use place cards, be sure to use heavy weights to keep them from blowing off the tables. More tables can be provided with an additional charge

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Seating Map:

We will provide a map of the dining areas three weeks before the event date. Please return it to us with the number of guests at each table seven days prior to the event date.

Children:

Children are welcome, but must be supervised:

Wildwood Acres *looks* like a wonderful place to play and explore, but there are too many hazards and possible accidents to permit children to go unattended. Children between two and ten years of age must be supervised at all times. Consider bringing games or toys that can be played at the tables or inside the lodge. You must have at least one dedicated baby-sitter for every five children in this age group. If you do not wish to hire a baby-sitter, let us know at your final meeting and Wildwood will provide babysitters for a fee. A minimum of one babysitter for each ten children will be provided depending on the ages of the children.

Storage:

Wildwood does not have secure storage facilities and is not responsible for any lost, damaged, or stolen items. If you hire Wildwood to set up your personal belongings, any items brought in prior to the site rental time must be in closed, sealed containers clearly marked with your name and wedding date.

Private Property:

Wildwood Acres Resort is a privately owned, family business, as well as a residence for the management. We ask that all clients, their guests, and vendors respect this by not re-arranging anything (to avoid possible damage) on the property without prior permission from the management.

All guests are forbidden to wander outside of obvious reception areas and paved pathways. We understand that you do not have complete control over your guests, but you will be held responsible for their actions. To avoid possible damages by guests, security can be hired through Wildwood.

Thank you for choosing Wildwood Acres Resort for your special occasion.

Dan and Lien

Planner/Coordinator Signature: _____ Date: _____

Clients: _____

Date of Event: _____