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## FREQUENTLY ASKED QUESTIONS

### EVENT HOURS:

- DAYTIME HOURS- THE ROOFTOP LOUNGE & K'YA BISTRO:

MONDAY-SUNDAY 11AM-3PM

- EVENING HOURS- THE ROOFTOP LOUNGE:

SUNDAY-THURSDAY 5PM-9PM

FRIDAY-SATURDAY 5PM-10PM

- EVENING HOURS K'YA BISTRO:

DAILY 5PM-10PM

### CEREMONY HOURS:

MORNING: 1 HOUR MAX, EARLIEST TIME TO START IS 10AM OR LATEST TIME IS 11AM.

EVENING: 1 HOUR MAX, EARLIEST TIME TO START IS 3PM OR LATEST TIME IS 4PM.

**CEREMONY & RECEPTION CAPACITY:** 120 SEATED OR STANDING GUESTS

INDOORS (K'YA BISTRO/LOBBY) AND 120 SEATED OR STANDING OUTDOORS (THE ROOFTOP LOUNGE).

**WHAT IS REQUIRED TO BOOK MY WEDDING AT HOTEL LA CASA DEL**

**CAMINO, ROOFTOP LOUNGE, K' YA BISTRO:** IN ORDER TO SECURE YOUR

WEDDING WITH US, WE WILL REQUIRE A 30% DEPOSIT, SIGNED HOTEL LA CASA DEL CAMINO VENUE CONTRACT AND CREDIT CARD AUTHORIZATION.

**CANCELLATION POLICY:** ALL DEPOSITS ARE NON-REFUNDABLE AS WELL AS NON TRANSFERABLE. CANCELLATION FEES ARE AS FOLLOWS:

- \* DATE OF SIGNING CONTRACT TO 6 MONTHS OF EVENT DATE: 30% OF CONTRACTED REVENUE.
- \* WITHIN 6 MONTHS TO 3 MONTHS OF EVENT DATE: 50% OF CONTRACTED REVENUE.
- \* WITHIN 3 MONTHS- 1 MONTH OF EVENT: 75% OF CONTRACTED REVENUE
- \* CANCELLING WITHIN ONE MONTH (31 DAYS) OF EVENT DATE: 100% OF CONTRACTED REVENUE, PLUS SERVICE CHARGE AND SALES TAX.

**WHEN IS THE FINAL GUEST COUNT AND PAYMENT DUE?** THE FINAL GUEST COUNT AND PAYMENT WILL BE DUE 10 BUSINESS DAYS PRIOR TO YOUR EVENT. THIS ENSURES WE CAN PLACE ALL OF YOUR ORDERS WITH FOOD, DRINKS, AND RENTALS IN TIME FOR YOUR EVENT.

**IS THIS SITE HANDICAP ACCESSIBLE:** YES

**EVENT PARKING:** WE DO NOT OFFER VALET AS A REGULAR AMENITY OF THE HOTEL OR RESTAURANTS. THEREFORE, PARKING FOR NON-HOTEL GUESTS WILL BE SELF PARKING AT STREET OR METER. WE REQUIRE EVENTS OVER 30 GUESTS TO BOOK VALET THROUGH THE SALES AND CATERING DEPARTMENT. WEDDINGS UNDER 30 GUESTS HAVE THE OPTION TO DECLINE VALET. YOU ARE WELCOME TO DECLINE VALET IF YOU WILL BE PROVIDING YOUR OWN SHUTTLE SERVICE (WE DO NOT PROVIDE SHUTTLES).

**WHAT ITEMS MUST GO THROUGH HOTEL LA CASA DEL CAMINO?** ALL FOOD (EXCEPT CAKE AND DESSERTS), BEVERAGES AND STAFFING.

**WHAT ITEMS ARE INCLUDED BY VENUE:** WE PROVIDE TABLES, FOLDING FRUITWOOD CHAIRS, STANDARD WHITE LINENS, GLASSWARE, SILVERWARE, SILVER CHARGERS, HURRICANE LAMPS WITH IVORY PILLAR CANDLE, AN IRON ARCH AND WHITE AISLE RUNNER. WE MANAGE THE SET UP AND BREAKDOWN OF THESE ITEMS AS WELL.

**WHAT CAN BE BOOKED WITH AN OUTSIDE VENDOR?** EVERYTHING ELSE CAN GO THROUGH AN OUTSIDE VENDOR WITH PRIOR APPROVAL FROM VENUE. WE OFFER A PREFERRED VENDOR LIST UPON REQUEST WHICH INCLUDES: MAKEUP ARTISTS, PHOTOGRAPHERS, FLORISTS, BAKERIES, COORDINATORS, OFFICIANT, RENTALS AND ENTERTAINMENT. PLEASE NOTE: YOU ARE NOT REQUIRED TO USE A VENDOR FROM OUR LIST.

**WHEN CAN MY VENDORS ARRIVE ON SITE SETTING UP FOR MY WEDDING?** OUR STAFF WILL BEGIN SET UP TWO HOURS PRIOR TO YOUR WEDDING START TIME. VENDORS CAN BEGIN ARRIVING AND DELIVERIES CAN BE MADE WITHIN THIS TIME. UNFORTUNATELY, WE CANNOT RECEIVE ANY DELIVERIES PRIOR TO THE DAY OF THE WEDDING.

**DO YOU PROVIDE A DAY OF COORDINATOR OR REQUIRE A DAY OF COORDINATOR?** IF YOUR CEREMONY IS HELD ON PROPERTY, THE HOTEL'S CATERING COORDINATOR WILL ASSIST WITH SETTING UP A TIME FOR THE REHEARSAL WALK-THRU AND OFFER A BRIEF DEMONSTRATION OF WHERE THE BRIDE, GROOM AND BRIDAL PARTY WILL BE STANDING DURING THE CEREMONY. HOWEVER, THE CATERING COORDINATOR WILL NOT COORDINATE THE FLOW OF THE CEREMONY. WE RECOMMEND HAVING A FRIEND (ONE THAT IS NOT INVITED TO THE WEDDING) OR PROFESSIONAL TO COORDINATE THE FLOW OF THE CEREMONY. THE HOTEL'S CATERING COORDINATOR AND BANQUET TEAM IS ON HAND TO CONFIRM THAT YOUR RECEPTION IS SET UP PER YOUR BANQUET EVENT ORDER, ENSURE THE RECEPTION RUNS SMOOTHLY (BY FOLLOWING YOUR TIMELINE PROVIDED 10 BUSINESS DAYS PRIOR TO WEDDING) AND MAKE SURE THE MENU IS EXECUTED FLAWLESSLY. YOUR CATERING COORDINATOR WILL ALSO ASSIST WITH DIRECTING VENDORS WHERE AND WHEN TO SET UP. FOR ALL OTHER DETAILS, WE HIGHLY RECOMMEND HIRING AN EXPERIENCED AND PROFESSIONAL WEDDING COORDINATOR. AGAIN THIS IS HIGHLY SUGGESTED BUT NOT REQUIRED.

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**REHEARSAL WALK-THRU FOR CEREMONY:** YOUR REHEARSAL WALK

THRU IS INCLUDED IN THE CEREMONY FEE. THE WALK-THRU IS TYPICALLY SCHEDULED AT LEAST 30 DAYS PRIOR TO YOUR CEREMONY AND WILL TAKE PLACE THE DAY PRIOR TO YOUR WEDDING. THE LATEST TIME TO START WALK-THRU WILL BE 2PM. THE WALK-THRU WILL BE ONE HOUR MAXIMUM. CEREMONY REHEARSAL'S MUST BE RESERVED WITH OUR WEDDING TEAM.

**MUSIC ON THE ROOFTOP LOUNGE & K'YA BISTRO:** AMPLIFICATION AND

DANCING ARE NOT PERMITTED ON THE ROOFTOP LOUNGE, WINE ROOM OR COURTYARD. WE DO ALLOW NON-PERCUSSION ACCOUSTIC OR NON-AMPLIFIED MUSIC WITH VOLUME RESTRICTIONS ON THE ROOFTOP LOUNGE. WE DO HAVE PERMITS FOR BOTH DANCING AND AMPLIFICATION IN K'YA BISTRO AND THE JOINING LOBBY.

**TASTINGS:** WE OFFER TASTINGS FOR WEDDINGS MONDAY-THURSDAY 4:30PM-6PM.

TASTINGS TYPICALLY TAKE PLACE AT LEAST 6 MONTHS PRIOR TO YOUR WEDDING DATE.

**CAN I TAKE ANY LEFTOVER FOOD OR BEVERAGES?** LOCAL HEALTH

DEPARTMENT RULINGS REGARDING PROPER REFRIGERATION AND SANITATION PROHIBIT YOU FROM TAKING ANY FOOD OR BEVERAGE WITH THE EXCEPTION OF YOUR WEDDING CAKE.

**DO YOUR PACKAGES INCLUDE A BRIDAL SUITE?** YES, OUR PACKAGES WILL

INCLUDE AN OVERNIGHT ACCOMMODATION FOR THE BRIDE AND GROOM ON THE EVENING OF THE WEDDING DAY. THE HAPPY COUPLE CAN CELEBRATE THEIR WEDDING NIGHT IN ONE OF OUR CASA SURF ROOMS AND TOAST WITH A BOTTLE OF COMPLIMENTARY CHAMPAGNE!

**DO YOU OFFER A ROOM FOR THE BRIDAL PARTY TO GET**

**READY THE DAY OF THE WEDDING?** WE DO NOT PROVIDE A ROOM FOR THE

BRIDAL PARTY TO GET READY. HOWEVER, WE HAVE 37 HOTEL ROOMS AND A BEACH COTTAGE, LA CASITA. THE BRIDE / BRIDAL PARTY IS WELCOME TO BOOK A ROOM THROUGH THE HOTEL EXPERIENCE COORDINATOR IN ORDER TO GET READY ON SITE. LA CASITA IS

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GREAT FOR LARGE BRIDAL PARTIES AND ON-SITE HAIR AND MAKE-UP! CHECK OUT OUR WEBSITE FOR HOTEL ROOM TYPES AND INFORMATION.

**DO YOU OFFER ANY DISCOUNTS OR BLOCKS FOR GUEST ROOMS?** WE WOULD BE HAPPY TO OFFER INCENTIVES OPPORTUNITES FOR WEDDING GUESTS TO STAY WITH US! DISCOUNTS AND ROOM BLOCK RATES WILL DEPEND ON THE TIME OF YEAR AND AMOUNT OF ROOMS REQUESTED. ALL HOTEL ROOM BLOCK INQUIRIES WILL GO THROUGH OUR EXPERINCE COORDINATOR, LAUREN BELLO. SHE CAN BE REACHED DIRECTLY VIA E-MAIL: [LAURENB@LACASADELCAMINO.COM](mailto:LAURENB@LACASADELCAMINO.COM).

**HOW DO I HANDLE GRATUITIES? WHAT ARE THE ADMINISTRATION CHARGES?** ALL FOOD, BEVERAGE, SITE FEES AND RENTALS/SPECIAL ARRANGEMENTS ARE SUBJECT TO A 21% ADMINISTRATION CHARGE AND APPLICABLE CALIFORNIA STATE TAX. THE ADMINISTRATION FEE COVERS SET UP/ BREAKDOWN, ADMINISTRATIVE OVERHEAD, DOCUMENTATION, OPERATIONAL EXPENSES, PLANNING & PREPERATION FOR EVENT, AND OTHER MANAGEMENT FOR EVENT.

GRATUITY FOR BANQUET SERVERS AND BARTENDERS IS NOT INCLUDED IN THE ADMINISTRATION CHARGE. NO PORTION OF THE ADMINISTRATION CHARGES WILL BE DISTRIBUTED TO EVENT STAFF WHO PROVIDE SERVICES DURING THE EVENT. A GRATUITY IS NOT MANDATORY AND IS LEFT TO THE CLIENTS DISCRETION. IN GENERAL, ALL ITEMS LISTED ON YOUR BANQUET EVENT ORDERS (BEO'S) WILL BE SUBJECT TO ADMINISTRATION CHARGE AND TAX. PLEASE NOTE THAT BY CALIFORNIA STATE LAW, ADMINISTRATION FEE'S ARE A MANDATORY FEE AND THEREFORE TAXABLE AND NON-NEGOTIABLE.