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## Frequently Asked Questions

### How much does an event cost?

The price of your event depends on a variety of factors, such as:

- Will your event be on a Tuesday or a Saturday? (A Tuesday would be much cheaper.)
- Will your event be in peak or off season? (Off season is much cheaper - off season months are January, February, March, April, May, October, and November.)
- How many guests will you invite? (When your guest count goes up, so does the price.)
- Which of our catering and bar packages will you choose, and how will you customize it?

### Will you hold our event date?

Our available dates are booked on a first-come, first-serve basis. We will hold your date once a contract is signed and a deposit is received.

### How long can my event be?

Often the room that you reserve dictates how long it can be rented for. For our smaller spaces, the standard is a 3-hour event time. The Rose event venue is typically reserved for either 7 or 10-hour events to include setup and tear down. All weddings are allowed 10-hours. Regardless of your rental, all events must end by 11:00 PM to allow for a 1-hour clean up.

### What is the payment schedule?

We require a deposit - anywhere from \$500 to \$1000 in order to lock in your event date. Your first payment is 50% of the current balance on your account and is due 120-days prior to your event date. Your final payment is based on your headcount, which are both due 10-days prior to your event date. We accept cash, checks, money orders, or credit cards. Please note that there is a 3% credit card processing fee for each credit card transaction. You can make the payment in person during your site visit, by mail, or over the phone. All payments you make are credited towards your final balance.

### What is the cancellation policy? Will my deposit be refunded?

All deposits are non-refundable. Cancellation fees will be calculated as follows:

1. More than 120-days prior to Event Date - 100% of Deposit + 25% of any other payments received by The Buffalo Rose.
2. Less than 120-days prior and more than 90-days prior to Event Date - 100% of Deposit + 50% of any other payments received by The Buffalo Rose.
3. Less than 90 and more than 10-days prior to Event Date - 100% of Deposit + 75% of any other payments received by The Buffalo Rose.
4. Less than 10-days prior to Event Date - 100% of Deposit + 100% of any other payments received by The Buffalo Rose.

### Does The Buffalo Rose carry liability insurance?

Yes, we carry our own liability insurance policy.

### **Is there a price difference for children?**

Children aged five and under are free, but we will still need to know how many are coming for seating purposes. Children between the ages of 6-12 receive a 50% discount for their meal - be it from one of our buffet or plated menus.

### **What is the Service Charge?**

The Service Charge is a 20% fee charged on all venue, catering, and bar services. A service charge is an industry standard (almost every all-inclusive venue you will see during your comparison shopping will charge an 18%-22% service charge). Your contract will show a breakdown of the event elements and their costs, including the service charge, which covers the costs of The Buffalo Rose's investment of time to prepare for and staff your event.

### **Is gratuity included?**

Yes, we include a 20% gratuity (tips) that is based off of your cater and bar packages. These gratuities are then dispersed among the staff working your event. By including this charge in your proposal, you won't need to worry about handling any sort of gratuity on the day of your event.

### **Who will be my main contact on the day of the event?**

You'll have your very own Buffalo Rose Event Captain to manage your event. They will be available to you for the entirety of your event to ensure everything goes exactly as planned.

### **Can I bring my own decorations?**

Yes. All your displays and/or decorations must be confined to the rental area and are subject to approval by The Buffalo Rose. Furthermore:

- a. The use of birdseed, rice, confetti, glitter, fog machines, pyrotechnics, aerial favors, sparklers, piñatas or fireworks is strictly prohibited on The Buffalo Rose premises.
- b. Any use of candles must be approved by The Buffalo Rose. All candles must be contained or enclosed in glass. The flame must not reach higher than two inches below the height of the glass. If candles are installed that are in violation, the flames will be immediately extinguished.
- c. The only adhesive material allowed on the walls, pillars, or structure is drafting tape or string/twine, which will not damage surfaces. No masking tape, duct tape, electrical tape, transparent tape or double-stick tape is allowed. All other decorations must be freestanding. Nails or staples may not be used.
- d. All decorations must be removed without leaving damages directly following the departure of Client's last guest unless special arrangements have been made in writing between the Client and The Buffalo Rose. Buffalo Rose staff and management are not responsible for decorations, centerpieces, equipment or any items left after the Event.
- e. If empty wine, beer, or liquor bottles are used as decor, they cannot be filled with any type of liquid or gel under any circumstances.

**Can we bring in our own vendors?**

Absolutely. Please check out our list of Preferred Vendors as they not only know The Buffalo Rose facility and staff very well, but they also have received excellent recommendation from their clients.

**How does catering work?**

The Buffalo Rose requires use of our in-house catering. We offer plated and buffet options, including vegetarian, gluten-free, dairy-free, and vegan meal options for those with special dietary needs.

**Can we take home any leftover food or beverages?**

Yes. We will do our best to recommend sufficient amounts of food for your event. However, you are allowed to take home any leftovers from your event after signing a Leftover Food Waiver. No alcoholic beverages may be taken off premises in accordance with our liquor license.

**Can we bring in our own alcohol?**

The Buffalo Rose holds the liquor license and is responsible for all liquor served on the premises. For this reason we do not allow any outside alcohol unless for a non-profit event and a "zero-cost invoice" is provided from the wholesaler or retailer. We offer a variety of affordable hosted bar options that you can add onto any package. Cash bars are also an option, but clients will be charged a bar setup fee in addition to bartender staffing fees for your event . If you have a special request, let us know and we will try to accommodate you.

**When do we have access to the facility?**

You have access to your rental area within your contracted time. For smaller spaces, this typically allows for a 1-hour setup time and 30-minutes for cleanup. For The Rose event venue, this typically allows for a 2-hour setup and 1-hour cleanup. All times will be listed on your contract.

**What AV equipment do you provide?**

Depending on your rental, The Buffalo Rose could provide you with a microphone(s), a podium, a projection screen, and televisions.