



Congratulations!

We are thrilled to be working with you to create an unforgettable day for you and your guests! To help you get started, we have included you with some information and frequently asked questions to guide you in your planning process

Candlewood Inn Contact Information:

Conor Rubin, Director of Sales - cr@thecandlewoodinn.com

Contact Conor if you have any questions about:

- Contract, i.e guest minimums, ceremony, dates, etc.
- Operational Charges
- Gratuities

Christian Sotelo, General Manager - cs@thecandlewoodinn.com

Contact Christian if you have any questions about:

- Menu questions
- Event Details
- Social Tables (the table layout program)
- Overall Reception Timeline

Kirsten Webb, Wedding & Event Coordinator - kw@thecandlewoodinn.com

Contact Kirsten if you have any questions about:

- Menu questions
- Event Details
- Social Tables (the table layout program)
- Overall Reception Timeline
- Vendor Insurance
- Wedding Week Details (drop off appointment, rehearsal, final social tables seating chart, etc).

Marlene Morgado, Office Coordinator - office@thecandlewoodinn.com

Contact Marlene: if you have any questions about:

- Payments & Invoicing
- Guest & Food Counts

Planning Timeline:

8 Months Out:

Schedule Menu Meeting

- Friday, Saturday PM, Saturday enhancement packages & Sunday weddings - with Christian
- Thursday & Saturday AM weddings - with Kirsten

6 Months Out:

Menu Meeting - please send Kirsten & Christian a copy of your planning meeting worksheet (filled out to the best of your ability)

6-8 Weeks Out:

We will schedule a phone call with Kirsten, your event coordinator to go over any last-minute questions/concerns you may have

3 Weeks Out:

Preliminary guest & food counts are due

2 Weeks Out:

Final guest & food counts are due as well as your floor plan & master guest list on Social Tables

1 Week Out:

Final Payment is due in the form of exact cash, wire transfer, or a bank/certified check

The week of your event:

Meet with Kirsten, have your drop off appointment, and go over last-minute detail questions you may have

Included Décor

Locked Mail Box:



Table Numbers:



Hurricane & Glass Votive Centerpieces:



Thursday, Friday, Saturday Enhancement & Sunday Sample - **Flexible start time:**

****All times Approximate****

3:00pm - 5:00pm: 2 Hour Wedding Party Access to finish getting ready & pictures

5:00pm - 6:00pm: Ceremony

6:00pm - 7:00pm: Cocktail Hour

7:00pm - 11:00pm: Reception

- 12:00pm - 12:10pm: Guests find their seats & Candlewood staff take entrée orders
- 12:00pm: Salads will be set on the tables for guests to begin eating at this time
- 12:10pm - 12:25pm: Introductions & first dance
- 12:25pm - 12:40pm: Guests are seated. Welcome speech followed by MOH & BM speeches.
- 12:40pm: Dinner Stations. *Followed by parent/family dances to begin dance set.
- 1:30pm: Dance Set
- 2:30pm: Cake Cutting
- 9:40pm: Dessert Stations
- 10:00pm: Late Night Stations
- 10:20pm: Exit Stations

Saturday AM Sample:

8:00am - 10:00am: 2 Hour Wedding Party Access to finish getting ready & pictures

10:00am - 11:00am: Ceremony

11:00am - 12:00pm: Cocktail Hour

12:00pm - 4:00pm: Reception

****4:00pm is the latest your party can go to**

Saturday PM Sample:

****4:30pm is the earliest arrival time possible for your Wedding Party**

4:30pm - 6:00pm: Wedding Party Access for pictures

6:00pm - 7:00pm: Ceremony

7:00pm - 8:00pm: Cocktail Hour

8:00pm - 12:00am: Reception

FREQUENTLY ASKED QUESTIONS:

Financial/Invoicing/Payments:

Q: Do you accept credit cards?

A: Unfortunately, at this time we do not accept credit cards. We accept, cash, personal/bank/certified checks, or wire transfers. Final payment is due in the form of cash in exact change, bank or certified check, or wire transfer.

Q: What is your wire transfer information:

A: Connecticut Community Bank
605 West Ave
Norwalk CT, 06850
ABA: 021113251
Account Number: 1361930
Account Name: The Candlewood Inn LLC

If you have the option to add a reference via your bank, please use:
(Bride Name, Groom Name & Date of Event)

Q: What is a minimum guest requirement?

A: Your minimum guest requirement is established during the booking process and can be referenced on your signed contract. If you have any additional questions regarding this, please reach out to us and we can explain in further detail.

Q: How do I know how much my final payment will be? And how do I make my final payment?

A: You will receive your final invoice two weeks before your event, when you provide us with your final guest counts. Final payment is due one week prior to your event. Final payment can be dropped off in the office, or mailed via a method that can be tracked and delivered by or before your due date. Final payment methods are cash in exact change, a certified or bank check, or wire transfer.

Q: What is an Operational Charge?

A: Our operational charge is not a gratuity. The 20% fee covers planning services, use of the venue, landscaping, linens, etc. This fee is taxable under Connecticut Law.

Q: What about tipping/gratuities?

A: Gratuities are not included in the per person cost at The Candlewood Inn. If a client wishes to leave gratuity for the staff, please reach out to Conor (Director of Sales) for guidance on gratuity amounts.

Day of Arrival:

Q: Can arrive anytime I want the day of my wedding?

A: You and your wedding party are more than welcome to use the wedding suite on the day of your wedding. Depending on your contract, you either have 1.5 or 2 hours of time in the wedding suite prior to your start time whether you have your Ceremony here at Candlewood Inn, or you have it somewhere off site. If you would like to purchase additional time to be on property, please reach out to us and we can discuss further details. Depending on the events of the day, the bridal suite can be accessed as early as 10am if you would like to purchase additional time.

Q: Can we bring a cooler of drinks the day of our wedding while getting ready and taking pictures?

A: Candlewood Inn does not permit you to bring your own alcohol into the venue or onto the property. We cannot allow you or your guests to serve themselves alcohol. We will make sure that everyone is taken care of upon arrival. If there are any specific drink requests, please contact us to discuss further. Any outside alcohol will be confiscated.

Q: Can I drop my dress and bridesmaids dresses off early?

A: No. We can't allow your wedding dress, or your bridesmaids dresses, to arrive at the venue prior to your arrival. This is a very important part of the day and we want to make sure you are with your dress at all times.

Q: Is The Candlewood Inn Handicap Accessible?

A: Yes. The Candlewood Inn is handicap accessible. We have a ramp leading into our front doors and we have handicap accessible bathroom stalls.

Q: Can our shuttle buses stay at The Candlewood Inn during the wedding reception?

A: Shuttle buses are allowed to stay at The Candlewood Inn during your wedding reception. Shuttle buses may remain in the parking lot area behind the office, or across the street in our satellite parking lot. CT State Law prohibits the idling of vehicles for more than a three-minute period of time.

Ceremony:

Q: Can I have a rehearsal before my wedding day?

A: We are present for every step of your wedding processional the day of your wedding, therefore it is not necessary, and we don't typically offer rehearsals. We can run through the ceremony in about 10 minutes with your bridal party during your early access time. It is not necessary for the couple to present during the rehearsal. If you would prefer to have a rehearsal on a day the week before your wedding, there will be a fee of \$125++.

Q: Can our guests arrive early to The Candlewood Inn?

A: We strive to give each wedding personalized attention and exceptional service. Guests will need to arrive at the designated start time of your event. We do however understand that typically guests will arrive up to 30 minutes prior to the ceremony time. Prior to your ceremony there will be sparkling wine, mimosas and poinsettias, as well as pick-up sweets setup on the bar.

Q: Am I allowed to have rose petals lining the isle? And what about flower girls throwing petals?

A: Absolutely! If your ceremony is taking place outside, you must use real flowers - if any go into the lake with wind we want to make sure it is something natural and it can decompose. If your ceremony is inside, you must use fake flowers, as they don't stick to the dance floor. Please make sure to check with your florist that they will stay to clean up any petals that they disperse down the isle.

Q: Do you allow dogs?

A: If you would like your dog to be a part of an outdoor ceremony or outdoor pictures, this is allowed. Dogs are not permitted inside of the building. And, if you do bring them, you need to have someone to take them immediately after the ceremony or pictures - they may not be placed in a car on property for any period of time.

Décor:

Q: Can I use real candles inside the venue?

A: Absolutely! We love the ambiance of candles - the only thing we ask is the flame is enclosed within some kind of glass - you cannot have open candelabras.

Q: Am I allowed to use fog machines, CO2 machines, or indoor sparklers?

A: You may use a dry ice machine which emanates a cloud effect - some vendors call it walking on a cloud. However, you are not permitted to use items such as: fog machines, CO2 machines and indoor sparklers.

Q: Will you set up my seating cards and other items dropped off at my drop-off appointment?

A: We will set up all items that are in table ready condition. Items may include non-perishable centerpieces, toasting glasses, cake knife & server, favors, programs, amenity baskets for the bathrooms, table numbers, seating cards in **alphabetical order**, candles, cocktail napkins, card box, pictures, signs, etc. If your setup requires excessive time, or you do not provide us with your items in table ready condition, this is something that you will need to set up the day of your event in the 1.5-2 hours allotted before your wedding.

Q: Am I allowed to have a sparkler send off?

A: During your reception time if you would like to go outside with your bridal party only and take sparkler pictures, we do allow you to do this. Due to safety concerns, we can not allow a sparkler send off with the entirety of your wedding guests.

Q: Can I have fireworks over the lake?

A: Fireworks are permitted, however, due to the nature of fireworks, we have a vendor that you MUST use. They will help with all necessary permits, insuring the firehouse and lake patrol are on duty, and making sure all safety precautions are taken. Please contact us if this is something you are interested in.

Q: Can I have a lantern release?

A: Unfortunately, sky lanterns are illegal in the state of Connecticut and therefore we can not permit you to release them.

Q: Can I have confetti poppers?

A: Due to the materials inside of these items, we cannot allow confetti of any sort inside or outside.

Reception:

Q: Can my bridal party have fun entrances?

A: Absolutely! We LOVE seeing the creativity of your closest friends and family. We ask that in these fun activities, there are no shots, confetti, or real flower petals being thrown (they make the dance floor very slippery for your first dance - and we don't want to see any of you slipping on your big day!)

Q: Are shots allowed?

A: It is a Candlewood Inn policy that shots are not allowed for the safety of you and your guests.

Q: I have guests who have specific allergies and special dietary needs, is this something you can accommodate?

A: We ask that if you know of any allergies and specific dietary needs you let us know with your final counts as well as on your Social Tables floor plan. If we have advanced notice of severe allergies, ie. a peanut allergy, we can make an entire party nut free. While we will not use any of a specific product for these events, we get a majority of our products from suppliers, and the allergen may be present in their production sites. We are also more than happy to talk with the specific guest prior to your event if they have any major concerns.

Q: If there is food left over after our party can we pack it to go?

A: Guests can ask one of our staff members for a container to take leftover food from their plated meal home. If you have a guest not show up and a Candlewood manager is notified prior to dinner service, the main entrée may be packed and sent home with the wedding couple. No self-serve station items will be permitted to be packed up and sent home.

Q: Can I bring my own desserts from home?

A: Yes, if you would like to bring desserts from your favorite bakery, you absolutely can! If this is something you would like to do, the desserts need to be from a licensed bakery, and we would need to have a certificate of insurance on file before your event.

Vendors:

Q: Can I use vendors that aren't on your recommended vendor list?

A: Certainly! All vendors bringing equipment into onto our property must provide us with General Liability Insurance for no less than \$1,000,000. This includes, but is not limited to, a DJ, Band, Photobooth, Florist, Photographer, Videographer, etc. The insurance must name "The Candlewood Inn" as additionally insured. Insurance certificates must be emailed to our Office Coordinator, Marlene, at least 1 month before your event. Vendors will not be permitted to work at your event if they have not met this requirement.

Q: Who typically plays music during the ceremony & cocktail hour?

A: Your DJ or Band will play music during this time as well as provide microphones for the ceremony.

Q: Do you have power outside for my DJ or Band to hook up to?

A: Yes! There is power in both the gazebo and on the side of the building (under the big picture windows of the ballroom).

Q: How early are my vendors allowed to be on property?

A: Vendors can arrive between 1-1.5 hours before your event to begin setting up.

Q: Can I have a drink with my photographer? DJ? Etc.?

A: We prohibit all vendors from drinking alcohol during your event. Please remind them of this policy should it come up in your client meetings.

Q: Do I have to seat my vendors with guests so they can eat dinner?

A: It is not necessary to include your vendors into your floor plan - we will take good care of them, and seat them in the foyer/bar area immediately following the service of your guests.

Misc. Questions:

Q: If I am already booked with The Candlewood Inn, can I tour the property again before my wedding?

A: Tours and walkthroughs of The Candlewood Inn for our booked couples are best scheduled during the week. At this time, we can go on a tour of the space with you and assist with any questions you may have. To schedule your walkthrough, please email or call us.

Q: Will there be a menu tasting?

A: We have a complementary annual tasting showcase for our booked couples to attend. At this showcase you will have the opportunity to try a plethora of our passed hors d'oeuvres, cocktail stations, dessert stations, late night stations and exit stations. We do not provide individual entrée tastings.

Q: When is my drop-off appointment? And how long does it take?

A: Drop-off appointments are scheduled on Wednesdays and Thursdays the week of your wedding. Typically, appointment times are Wednesdays for 12:00pm - 4:00pm and Thursdays 10:00am - 4:00pm. These times are subject to change based on scheduled events the week of your wedding. Meetings usually last between 30 minutes to 1 hour - this is all dependent on how many items you are dropping off.