



## Frequently Asked Questions The Crest Center and Pavilion

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### *Facility*

- **How long do I have use of the facility?**
  - o 4 hours when there will be just a reception and 5 hours when there will be a wedding and reception.
  
- **Can I visit the Crest Center without an appointment?**
  - o Yes on Monday through Friday from 9 a.m. - 4 p.m. We do prefer that you set up an appointment to ensure that a Sales Manager is able to see you. On Saturday you must have an appointment.
  
- **What is included with the facility rental?**
  - o **Crest Center**- tables, black chairs, black linens (black napkins), china, glassware, silverware, set-up and break down.
  - o **Pavilion** – tables, white chairs, white linens (black napkins), china, glassware, silverware, stage, set-up and break down.
  
- **What hotels are nearby?**
  - o We are only 4.5 miles from Downtown Asheville where you will find a multitude of lodging facilities. The closest hotel is the Crowne Plaza which is 2 miles away.
  
- **Can cars be left overnight?**
  - o Yes
  
- **Do I need to purchase event insurance or a liquor license?**
  - o No
  
- **Is the facility handicapped accessible?**
  - o Yes

- **How is parking handled?**

- o Parking is on a first come first serve basis. When we are holding 2 events at the same time, attendants will be available to direct the cars.

- **Can I rehearse?**

- o You may rehearse if the date and time is available. We will not be able to ensure that the date/time is available until the week of your event. There is a \$250 charge for rehearsal.

- **How do I handle kid's meals?**

- o 0-3 years old are free, 4-11 years old will be charged half price off an adult or we have a children's menus, 12 years and up will be charged as an adult.

- **What are the sizes of the tables?**

- o 60" Round

- **How many seats?**

- o The Crest Center can hold 180 people in the Main Hall and 265 people when the Mezzanine level is also used. The pavilion can hold a total of 500 people if there is no dance floor or buffets.

### *Rentals*

- **Can I bring in my own rentals?**

- o We will handle all your rentals for you so, you don't have to worry.

- **Are specialty colored linens available?**

- o Yes! We have a swatch book with almost any color and style you can imagine.

- **Am I charged for damaged rentals?**

- o If the rental company charges for damages, the cost will be past to the client (unless it was due to the carelessness of the staff).

### *Ceremony and Reception*

- **Do I need a microphone for the ceremony?**

- o No, but we do have a portable sound system we can rent to you if you feel it is needed.

- **What can we use for our "Grand Departure?"**

- o Bubbles, bells, sparklers, and glow sticks.

- **What is the backup plan for rain?**

- o The Crest Center or Crest Pavilion's weather plan will be inside of the venue. You may speak with your wedding specialist for more detail on this and set up options.

- **Is there a gift table?**

- o Yes

- **Is there a guestbook table?**

- o Yes

- **Is there a cake table?**

- o Yes

- **How can I display favors for guests?**

- o Favors may be displayed on the guest's tables or placed on a separate table.

- **What options are there for ceremony music?**

- o Some options include a string quartet, DJ, band, or bagpiper. We've had a wide variety of music/musicians for ceremonies. The sky is the limit!

- **Who cuts the cake?**

- o An M7 service attendant will cut the cake.

- **What items cannot be used in the décor?**

- o Confetti, birdseed, rice, and helium balloons. The balloons may only be used inside of the Crest Center and candles can be used if there is something underneath them to keep the wax from getting on linens, etc.

- **Do I need to assign seating?**

- o Plated meals require assigned seating.

- **When are vendors allowed on site?**

- o 2 hours prior to your event.

- **What transportation options are available?**

- o Busses, limos, shuttles, Asheville Historic Trolley, etc. Your Wedding Specialist will be happy to arrange transportation for you.

- **Can items be left overnight?**

- o Due to the high volume of events, we need all personal items removed at the end of the event.

- **Are babysitters available?**

- o There is a babysitter list. Please ask your Wedding Specialist.

- **Do you provide referral information?**

- o Yes

- **Will I be charged if I need extra time?**

- o Yes, we charge \$330 per extra hour of reception time and \$220 for additional set-up time.

### *Bar*

- **Is security required?**

- o If alcohol is served there needs to be one security guard for every 200 people.

- **Do you check IDs?**

- o Yes

- **Can I provide my own wine? Champagne? Beer kegs or bottles? Mixed drinks?**

- o You may bring in your own wine for an \$10 per bottle corkage fee. You may also provide your own champagne with the same corkage fee.

- o A toast pour from a champagne bottle will give you about 10 pours per bottle.

- o We must provide all beer and liquor.

- **Can I limit the amount of alcohol?**

- o Yes

- **What beers are available?**

- o We have Pisgah Pale Ale, Yuengling, Highland Gaelic Ale and Coors Light kegs but can get you any variety of bottled beers. If you decide to pre purchase kegs, we can try and get any style of keg you wish.

### *Catering and Beverage Station*

- **Is outside catering allowed?**

- o No

- **Can I arrange to taste the food?**

- o Yes. We are happy to offer a food tasting to those clients who are trying to decide between menu options. When choosing items you would like to taste, please take in consideration that not all menu items can be served for individuals. For example, a beef tenderloin carving station, pasta station, harvest table, etc. We pride ourselves in

catering large events therefore, when developing the menus we chose items that are functional for large groups. This means most items on our menus can not be showcased for individuals in the same way it will be presented at your event. We understand how important it is to be assured the food is excellent, that is why we offer References. We have an abundance of previous clients that are thrilled to discuss their experience with our catering. Ask your Event Specialist for the Reference Contact Information. If you still feel you need to have a tasting the policies are as follows: We must have 3 weeks notice, a signed policy sheet and deposit. A Food Tasting may ONLY take place Monday-Thursday; from 11:30 am to 4:00 pm. (We are very busy on the weekend with actual events and must have our focus on the events at hand). There is a \$150 charge (plus tax) for a maximum of 4 guests to taste 2 meat selections, 2 sides and 3 hors d'oeuvres. Anything other than this will result in a per entrée price for each additional person. Once you make your selections the sales representative will okay the tasting and provide you with a detailed form showing your food selections.

We must receive payment prior to the client's departure on the day of the tasting. **We accept checks, cash, and credit card (not AMEX).**

- o There is also a "Chef's Choice Lunch" that we can prepare at no charge to you. We do not guarantee that you will taste any items on your quote but, you will get a great idea of how incredible the chef is.
  
- **When is the final count due?**
  - o 14 days prior to the event.
  
- **Are vegetarian/dietary restrictive meals available?**
  - o Yes , we require a minimum of 10 of each entrée selected off of the menu to be served. Should you have just a few vegetarians, we will prepare a Chef's Choice Vegetarian Meal.
  
- **When are final menu selections due?**
  - o 1 month prior to the event.
  
- **Do I need to include vendors in guest count?**
  - o You do not have to include vendors in your guest count unless they require it, but they do appreciate it.
  
- **Is there children's pricing available?**
  - o Yes

### *Staff*

- **What M7 management is on site on event day?**

- o Your bridal attendant will be there on the day of your event as well as the event captain. Your sales representative will be there upon availability.

- **What are the duties of the bridal attendant?**

- o This person is your assistant on your wedding day. She will handle all planned and unplanned details that may arise. She is available to coordinate your ceremony, organize outside vendors, and assist you with all your needs. She will meet with you at least once prior to your wedding day, help with your rehearsal (if rehearsal time is available), and be with you through the cutting of the cake. She follows the time line and keeps your reception running smoothly.

- **What does the staff wear?**

- o The staff wears black pants, a tuxedo shirt, a black and white striped vest and a black apron.

- **Is tipping required?**

- o Tipping is not required but is appreciated.

- **What is the service charge?**

- o A 10% Service Charge will be added to your event subtotal. This is a “planning fee” and is paid in part to your M7 Special Event Consultant(s). Services covered in this fee are on-site meetings, planning and coordinating of all event details, including rentals, entertainment, catering, etc.

- **How much is NC tax?**

- o North Carolina tax is 7%.

### *Entertainment*

- **What restrictions are there on entertainment?**

- o Smoke and bubble machines are not allowed in the facilities.

- o No loud music after 11 pm in the Pavilion.