

Frequently Asked Questions – Pricing

NUMBER OF ATTENDANCE & MINIMUM CHARGE

Q: Do we have to confirm the number of guests when we sign the event agreement letter? When do we need to confirm the number of guests?

A: You are not required to confirm the number at an early stage. However, you are required to give an approximate number when signing event agreement letter. The final minimum guarantee number needs to be confirmed 10 working days before your event.

Q: What is the difference between guaranteed and expected number of attendees?

A: The final guaranteed number must be given 10 working days before the date of the event. We will however be prepared to serve up to 5% above the final guaranteed number as your expected number of attendees. All food and beverage charges will be based either on the minimum guaranteed number of attendees or the actual number of attendees, whichever is greater.

Q: Is the minimum charge for food & beverage consumption include other service charges?

A: Please be informed that minimum charge for food & beverage consumption applies to food and beverage on your wedding date at our venue only. Other services, e.g. rental of an additional coach or flower upgrade will not be counted as part of the minimum charge as they do not come under food and beverage consumption.

Q: If I could not meet the minimum charge for food & beverage consumption for my wedding, can I purchase dining voucher for future use?

A: Please note that purchase of dining voucher could not be included into the minimum charge for food & beverage consumption of your event.

DEPOSIT

Q: How much is the deposit?

A: 50% non-refundable and no-transferable deposit is required based on the minimum charge for food and beverage consumption of the selected date and venue. Additional 30% non-refundable and no-transferable deposit is required 3 months before the event date.

Q: How can we settle our deposit?

A: You may settle the deposit by credit card, cheque or bank transfer.

Q: What are the terms of final payment?

A: Balance of payment must be settled at the end of the event by cash or credit card (maximum two credit cards). No personal or company cheque will be accepted on the event day.