

# Q & A

## ***When can we tour the property?***

We would love for you to come by and take a tour of our gorgeous venue. Generally, tours can be scheduled with our Events Team Monday – Friday, by appointment only.

## ***How many guests can fit in your spaces?***

We have 8 gorgeous spaces for you to choose from. Please review our event space descriptions on our website [www.laprovinceroseville.com](http://www.laprovinceroseville.com)

## ***How do I reserve your spaces? Is there a deposit required and when is the balance due?***

There are 3 elements required to reserve a space:

- Counter-signed Event Contract/Agreement
- Credit Card Authorization Form (must be signed by the same person signing the Contract)
- Deposit taken in the amount of the Venue Fee/Room Charge for the rented space(s)\*

50% of the remaining balance will be processed, using the card on file\*\*, at the halfway point between your booking date and your final payment date.

Final payment for the remaining balance will be processed fifteen (15) days prior to your event date, using the card on file\*\*.

Holiday payment schedules are different. See Events Team for more information.

Payment by personal check is only accepted for final payment if received more than fifteen (15) days prior to the event date.

\*Events booked with less than fifteen (15) days lead time will require full payment at booking time

\*\*Other forms of payment are subject to approval and must be arranged with the Events Team.

ALL PAYMENTS AND DEPOSITS ARE NON-REFUNDABLE

## ***What are your food and beverage minimums?***

Room minimums apply per room, per event time frame. All food, beverage, wine and hosted alcohol costs will apply towards the minimum and are subject to Placer County, California sales tax and 20% service charge. If you do not meet your minimum with food and beverage at the conclusion of your event, the remaining minimum will be billed as “Event Min Calc” on your receipt. You may not purchase wine or food to take home in order to meet your minimum.

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## ***Can I get an estimate of charges?***

Yes. Once you have provided an estimated guest count and timeframe, the Events Team will provide you with an estimated cost for your event which will include Venue Fee/Room Charge, all food, non-alcoholic beverage, rental fees, service charge and sales tax.

## ***May we bring in outside food?***

No food, with the exception of dessert, may be brought in from outside the restaurant. All outside desserts brought in will incur our per person dessert fee and must be from a certified commercial facility.

## ***May we bring in our own alcohol?***

All wine brought in from outside providers will incur a \$20 corkage fee per 750ml bottle. Wines may be brought in up to one day prior to the event to be properly stored in our temperature-controlled room; all drop-offs must be scheduled. No outside spirits or beer allowed.

## ***Are there restricted areas for consuming alcoholic beverages?***

No alcohol is allowed in the front parking lot or small patios outside of the main entrance, Lounge or Deli. We do not allow you or your guests to take alcohol from the restaurant, terrace or Lounge to the parking lot or front patios, **as this is against the law.**

## ***When do I have to finalize my headcount and menu?***

A final headcount plus food and non-alcoholic beverage selections must be provided to the Events Team fifteen (15) days prior to your event. At that time, your final balance will be charged. Regarding alcoholic beverages, in most cases, alcohol will be rung in during your event and if there is a balance owed, the charges will be presented to you at the end of your event, if requested. Otherwise, they will be charged to the card on file.

## ***Can we decorate the room as we wish?***

No items may be attached to ceilings, walls or floors. No bubbles, glitter, rice, birdseed or confetti may be thrown, used or dispersed; petals must be real, not synthetic. Candles may be used, but the flame must be completely enclosed in glass. DJ smoke is not allowed. Be advised, you are responsible for cleaning up and removing all decorations. Please ask the Events Team for any specific requests.

You may select custom linen colors from our supplier, to be ordered by the Events Team. Please see Events Team for color options and pricing. You may also provide your own linens. If they will be provided by an outside vendor, please FAQ on outside vendors.

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## ***When can we decorate the room?***

Your contract specifies 1 hour prior to your event start time. Any requests outside the specified timeframe is subject to owner approval and will incur additional charges.

## ***How long do I get the space?***

Events have two (2) standard timeframes – 3 hours or 5 hours. You may purchase additional time, in advance, at our current rate of \$250 per ½ hour, subject to owner approval and space availability; please inquire.

Events are never allowed to exceed the contract end time without owner approval. If your event exceeds the contract end time, a fee of \$750 per ½ hour (or fraction thereof) will apply on top of the minimum. After 10PM, the rate per additional ½ hour will be doubled and will be charged to the card on file.

## ***Do we have to clean up afterwards?***

All guest decorations and/or vendor (DJ, band, florist, etc.) items must be removed and/or disposed of, all cleanup must be complete and you and your guests must vacate the space within ½ hour after your contracted event end time. Any breach of this timeframe will incur additional charges.

## ***What is your cancellation policy?***

All deposits and payments are non-refundable. Cancellations fifteen (15) days or less prior to an event will incur full charges for the event. Rescheduled events are subject to space availability, owner approval and a 20% rescheduling fee.

## ***Do we have to use your preferred vendors?***

We have hand-picked our preferred vendors because they are experienced in working at our facility. All vendors must be approved, in advance, in the contract. “Vendors” includes, but is not limited to, live and recorded music, florists and games. With that said, you may choose to bring in your own vendors. All vendors are required to abide by general etiquette rules, be respectful of our staff and provide proof of insurance showing La Provence as an additional insured. Your vendors and guests may not disturb La Provence’s other patrons. Live and recorded music must end at your contracted time or 10PM, whichever is earlier, due to Placer County ordinances.

Please ask the Events Team for the current list of preferred vendors.

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## ***When and where do we get ready for our wedding?***

Our Lounge has a Bridal Suite which is included with all 5-hour Lounge events. Availability of the Bridal Suite for any other event is subject to space availability, owner approval and additional fees.

## ***Will someone be present during our event?***

The Events Team will guide you through the planning stages including menu selections, bar arrangements, event outlines, floorplans, finalizing set-up and payment arrangements. They will be your main contact via phone and email. You may schedule in-person meetings directly with the Events Team.

An Event Captain will be present on the day of your event and will be your main point of contact during the event. Event Captains are experienced event personnel who will execute your event per the contract and details reviewed with the Event Team.

We recommend you hire a professional wedding coordinator to assist with your wedding needs.

## ***Can we schedule a rehearsal for our ceremony?***

Rehearsals are not required.

The exact rehearsal date and time must be scheduled in advance with the Event Team during your final details meeting. Rehearsals are based on the availability of the facility and may be held Tuesday – Friday, in the Meadow or Petanque Court only, between 2:30PM – 4PM, available at no charge. Rehearsals are limited to 30 minutes and 10 attendees. *Please note that staffing is not available during your rehearsal and the Events Team will not be present, but should be available if you have any questions.* We recommend that you hire a professional wedding coordinator to assist you with your rehearsal needs.

If you would like to book your Rehearsal Dinner at La Provence, please contact the Events Team for details.

## ***What happens if it rains and I booked my event outdoors?***

In case of inclement weather, if we have space available, we would be happy to move your event to one of our other event spaces. If the available event space requires a higher food and beverage minimum or Venue Fee/Room Charge, you will be responsible for the difference. If you have booked the Meadow or Petanque Court for your ceremony but have your reception indoors, you may have your ceremony table-side. You may consider renting a tent to cover your outdoor space through Celebrations Party Rentals & Tents, subject to owner approval.

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## ***What are the seating arrangements for my guests?***

The Events Team will help you finalize a schematic (floor plan) for your event. You must provide how many people per table based on the layout chosen at least fifteen (15) days prior to the event. For plated menus, you must also provide all name cards with course selections written, or otherwise indicated, on the cards to the Event Captain the day of the event.

## ***Can we use the premises to take photographs?***

Yes, in your event space. In addition, you may take photos in any vacant space, provided you have Manager approval and do not disturb other patrons.

## ***If we booked an indoor space, may we move out onto the Terrace?***

The Terrace is a separate event space. If you would like to book a Terrace space along with your indoor space, please let the Event Team know.

## ***May I bring my pet?***

No.

## ***Is there adequate parking for our guests?***

Yes, we have complimentary parking for all of your guests.

## ***How close are hotels to La Provence?***

There are several hotels located within 3 miles of the restaurant.