



## *FREQUENTLY ASKED QUESTIONS*

*1. I want to come and view the property; do I need to make an appointment?*

We recommend that you make an appointment so that we can ensure you will meet with a Sales Manager to discuss all the necessary details, answer all of your questions and give you a complete tour of the property.

*2. We are also looking to host a Rehearsal Dinner and post Wedding Brunch, can you handle these and if so where?*

We have a very popular Rehearsal Dinner location at our Meadow View Meeting and Banquet Facility, located across the street from the Resort entrance. This is a private and casual venue ideal for buffets, BBQ's and Clam Bakes. The maximum capacity is 90 people indoors and 125 people for indoor and outdoor seating.

Our Sunroom and Boardroom are appealing locations for Breakfast the morning after the wedding. Our Full Breakfast Buffet is displayed in our Music Room and is available to all guests; however, the Sunroom and Boardroom offer private seating for you and your guests.

*3. What ceremony locations do you have and if I choose an outdoor venue, what happens if it rains?*

Our fair weather ceremony location is on our south lawn with panoramic views of the Berkshire Hills. If it rains, we move to the covered Rose Terrace. For the colder months, our ceremony location is the Sloane Ballroom; set in theater style and then converted to your dinner setup during the cocktail reception. For ceremonies with 60 guests or less, the Sunroom is available.

*4. Can you hold a date without a deposit? What is the deposit and when is it due to secure the date?*

In order to hold your date, a contract must be generated. At that point, you will have two weeks to return the signed contract along with a 25% deposit to guarantee your date.

*5. What types of payments do you take?*

We accept major credit cards and personal checks.

6. *What is the schedule of payments?*

The initial deposit of 25% is due when you sign your Agreement; the next payment of 50% is due one month prior to the event. The final payment is due along with your final guaranteed number of guests, one week prior to your event date.

7. *What is the cancellation policy?*

Should the event not be held at the resort or cancelled, you will be required to pay the resort, as liquidated damages, within thirty days after written notification to the resort of the transfer or cancellation as follows:

Date Cancellation Notice Received Prior to Event Date	Payment
(0-30) Days	85% (of the estimated food and beverage)
(31-60) Days	65%
(61-120) Days	50%
(121 to date signed)	25%

8. *Do you have onsite Wedding Planners and coordinators or can we bring our own?*

Our Sales Staff will work with you every step of the way to ensure that the day is all that you imagined. However, you are welcome to bring in your own advisors or Wedding Planner. We also have some wonderfully experienced wedding planners on our Referral List.

9. *Can I use my own caterer or bring wine for the event?*

All food and beverage must be provided by Cranwell with the exception of the wedding cake and favors. There is no fee for cutting and serving your wedding cake.

10. *Can I taste the food before I decide on a menu?*

Absolutely! The Resort has a large wedding tasting event each year however, if you are unable to attend, a private tasting may be scheduled. We request two weeks advance notice for a private tasting. The cost of a private tasting is \$49.00 per person plus any beverage costs; and 7% Massachusetts State & local Tax. and 20% gratuity. Contact our Wedding Sales Manager for more details.

*11. I have specific menu ideas that I would like to use, does the resort customize menu items?*

Our Sales Manager and Chef can work with you to ensure that your wedding is customized to reflect your specific vision.

*12. Do I have to use your vendors or can I bring my own?*

We do have a Recommended Vendor List to assist you in planning your wedding. However, you are more than welcome to utilize your own licensed and insured vendors.

*13. Can I reserve Spa Treatments, Golf tee Times and Tennis to entertain my guests?*

Cranwell has an array of recreational and wellness facilities. Your Sales Manager will assist you in making reservations you require. We encourage you to make advanced arrangements for you and your friends to enjoy our Golf Course, award winning Spa, and tennis courts.

*14. Do I get a discount on overnight rooms for my guests if I have a wedding there and if so, how much?*

We offer special discounted rates for your wedding guests. The actual discount is based on the season and availability. Please consult with your Sales Manager for specific pricing.

*15. How do my guests make room reservations from the block of rooms I am holding?*

Room reservations may be made by dialing Cranwell's toll free number (1-800-CRANWELL), or by dialing Cranwell Resort, Spa and Golf Club directly at (413) 637-1364 between the hours of 8am – 8pm on weekdays and 9am – 5pm on weekends. *Group reservations cannot be made outside of these time frames.*

Your guest room block will be held until the contracted cutoff date, at which time any rooms not reserved by an individual name will be released. Of course, we will continue to accept reservations and honor your discounted room rate after that time on a space available basis

Because of the unique nature of the resort, and the various types of accommodations offered, we cannot guarantee that your block of rooms will be together in the same building. We will, however, make every attempt to honor special requests.

Each individual must guarantee their reservation with a major credit card in advance of their arrival. A one night deposit will be charged to the credit card upon making the reservation. Rooms being paid for by a master bill must have a signature by the group leader or contact person.