

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 Golf Club Restaurant, located adjacent to the Resort entrance. Our Sunroom is also an appealing location for Brunch.

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. For ceremonies with 70 guests or less, the Sunroom is available.

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

Once you have decided on your date, the Sales Manager can hold the space for up to 72 hours without a deposit. After 72 hours, a signed agreement along with a 25% deposit will secure the date for you.

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.

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.

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

Absolutely! The Resort has a large wedding tasting event each Spring and if you are unable to attend, a private tasting may be scheduled. We request two weeks advance notice for a private tasting.

11. *I have a specific theme that I would like to use, can I customize my own wedding event?*

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 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, 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.