



## FREQUENTLY ASKED QUESTIONS 18/19

- A. **Should we schedule appointments?** – We humbly request that you schedule an appointment during our regular business hours for us to serve you better.
- B. **Can we supply our own alcohol & beer?** – At Michaud's you **MUST** supply your own alcohol & beer. You will enjoy the economic advantage by doing so. This will save you thousands of dollars.
- C. **Since we must supply our alcohol, when can we bring it in? What about bartenders?** – You may bring in your alcohol the day of your event. Special arrangements can be made to bring it in the day before. Do NOT pre-cool any beer, liquor, wine, or champagne. Bring it in warm. Only your wine and champagne may be placed in our refrigerators. Bartenders are supplied with your package and will start to ice your beer down an hour before your bar opens. They will handle all your alcohol and beer cooling needs.
- D. **Are there any restrictions as to what kind of alcohol or beer we may bring in?** – You may bring in bottles or cans. Michaud's does not allow Keg Beer onto the premises. If you would like "shots" please supply our bartenders with your own plastic shot cups.
- E. **When are we able to decorate, bring in favors, guest books, moneyboxes, etc.?** – If your room is not booked for the prior evening, you may come in and decorate the day beforehand during normal office hours. If it is booked, you may drop your decorations off to us with special instructions, and we will place them for you at no charge.
- F. **When can we bring in cakes and fresh flowers?** – Cakes and fresh flowers can be brought in after 12 noon the day of the event. Michaud's cannot store your cake or flowers in our coolers. Health codes dictate that Michaud employees only have access to our coolers. Michaud's cannot place any flowers or decorate your own cake. Your cake or flowers should be the responsibility of your baker or florist.
- G. **Are there any limitations on decorating?** – We ask that no balloon arch be placed in hallways, in entrances or exits to rooms. If you bring in your own centerpieces and they have candles, they must be "contained". No open candles or flames are allowed. Only flame-resistant materials are acceptable. Michaud's does not allow confetti, birdseed, sparklers, smoke machines, drones or any type of pyrotechnics anywhere on the premises. Nothing can be stapled, nailed, taped, or tacked into walls or chairs, and nothing can be hung from chandeliers or from the ceilings. Any damage done or "special" cleanup involved will result in you or your group being billed. Nothing is allowed on dance floor i.e. Decals, Cake, etc. All your decorations, cake stands, leftover alcohol, outside linens, centerpieces, etc. must be taken home with you at the end of your function. Michaud's must approve any decorating. If you are unsure about something, please call us or bring it by our office and we will work with you.
- H. **Can Michaud's provide centerpieces?** – You can rent centerpieces from Michaud's. We offer glass globes with clear or colored water of your choice with floating candles in several colors. You can also rent mirrors for under your centerpieces or ours.
- I. **What color are the napkins and tablecloths?** – Michaud's provides all white, black or ivory crisp linen tablecloths and colored linen napkins at no charge. We also offer a wide variety of colored overlays for your tables. These are a slight additional charge.
- J. **Can we have special seating arrangements with place cards?** – Yes, but your chart must be in our office 7 days prior to your event date. Your chart must coincide with your final guaranteed count. Our office must approve all charts. We do not provide place cards. We will number the tables with standard written table numbers. Michaud's reserves the right to decline any types of service or setup in any of our banquet rooms. Any sit-down meals require the host to provide assigned seating & place-cards with entree selection indicated.
- K. **When are all the details due?** – A final guaranteed count attending, final details, menu selections, and final payment is due to our office at least 7 days prior to your event date. Outside linens, overlays, table runners, etc. must be in our hands at least 7 days prior to your event date. Seating charts must include all children, including children under 3, DJ, Photographer, etc. Anyone that will eat needs a seat.
- L. **How do we book with Michaud's?** – We require a non-refundable booking deposit of \$500. All booking deposits and monthly mandatory payments are applied toward your final balance. Your signature is required at the time of booking.

**M. What is the Room Rental Charge?** – Whichever room your event will be held in you are responsible for a one-time Room Rental Charge. Room Rental Charges are as follows and are in addition to our package pricing and are due with the final bill. Westin Room \$500 • Holiday Room \$600 • Carlyle Room \$600 • Dubonnet Room \$700 • Regency Room \$700 • Grand Ballroom \$1000

**N. Can we have ice sculptures, chocolate fountains, chair covers, or any type of “specialty decorations”?** – You may rent these types of decorations from outside providers. This will save you money ordering directly from the supplier. You can rent the tables for these decorations from us. Michaud’s is not responsible for any type of “setting up” these types of decorations. (Remind them to bring extension cords.) The company you rented from is responsible for its set-up, proper operation, storage and pickup of equipment. All equipment, or items, brought in by an outside source must be removed from our facility by the end of your function. Health codes dictate that Michaud employees only have access to our coolers. Ice sculptures cannot be carved here on site. Outside linens, table runners and/or overlays are due to our office and in our hands at least 7 days prior to your event date.

**O. Is Michaud’s a smoking or non-smoking facility?** – Michaud’s is a non-smoking facility in accordance with Ohio Law. Our outside courtyard area is available for smoking.

**P. Does Michaud’s supply security?** – Michaud’s provides Strongsville Police Dept. for security. Security must be on the premises when alcoholic beverages are being served. Michaud’s is a multiple room facility and other functions may very well be taking place along with yours. Other guests may happen to wander into your room whether by choice, accident or perhaps invited by another guest. It is NOT the job of the security officers to keep unknown guests out of your banquet room. Michaud’s nor the security do not know who your guests are. If someone needs to be removed whether it be one of your guests or an unknown guest, due to not belonging in your room, or someone causing a disturbance, do not try to rectify the situation on your own. Please inform a Michaud’s staff member and we will in turn have security handle the situation.

**Q. Does Michaud’s accept credit cards?** – Michaud’s accepts Visa, MasterCard, Discover, and American Express.

**R. Does Michaud’s offer food samples?** – Yes, Michaud’s offers food samples on Saturday afternoons between 2-2:30pm. We will provide you with a take home container of 1 entrée and 2 sides and ask that you take it home and warm in your oven. Please call or email by Monday or Tuesday of that week to confirm a sampling. Although we don’t guarantee the exact items you would like to sample we will try our best to do so. There is a charge for each sample. After you book with us, we provide you with a certificate good for one free sample and include 1 entrée’s and 2 sides. There is a charge for each additional sample that you order. We do also occasionally offer in-house food tasting buffets from time to time, please contact your Michaud’s representative for more information.

**S. What are children’s prices?** – Children’s prices: the age of three (3) and under are free of charge, children between the age of four (4) and twelve (12) are \$10.95, children thirteen (13) and up are full price. Children twelve (12) years old or younger cannot be counted toward your minimum number. We do not have a specific children’s menu, but we have food items on our menus that you can add on for them if you would like to. Children do no count towards the adult minimum of the room.

**T. Will Michaud’s change prices on us after we book?** – Michaud’s packages are denoted by a series, which is the number, year, or letters in the upper right corner of Michaud’s packages. Occasionally, Michaud’s will update prices, package series or the package elements. You are contracted with a certain series and that series cannot be changed, whether our prices increase or decrease. Our package prices are guaranteed once your contract has been signed and you have paid your booking deposit. But, cancelling or changing your date will result in coupons, discounts, specials and package series being voided. Michaud’s prices already include 15% service charge and applicable state sales tax. If your group is state tax exempt, please forward a Tax Exemption Certificate to our office prior to booking your event so your bill may be processed correctly.

**U. Can we take food home?** – Michaud’s does not allow any food, except for a cake and pastries, to be brought into or out of the facility. Leftover food from your party is not permitted to be taken home with you.

**V. Can we bring food, or our own caterer?** – You may not bring your own caterer. We have a complete in-house catering service along with 5 kitchens and bakeshop. You may however, bring in a cake or pastry. If you want to bring in some of your own pastry, you will have to rent a table or tables from us for it to be displayed upon. Michaud’s is not responsible for cutting, preparing, displaying or storing your pastry in our coolers. Please bring your own serving plates/utensils and have it in trays, ready to serve.

**W. Can we have our ceremony on site?** – For a modest fee, you may have your wedding in our Courtyard area or our Clarion Room. We require a \$300 non-refundable deposit to book a Courtyard or Clarion Room Ceremony. Please ask us for details. You must supply your own officiant or clergy. We will supply 100 chairs. You may bring in more from an outside vendor for the Courtyard; however, the Clarion Room will not accommodate more due to fire codes. Rehearsals can be held during our regular business hours. Please contact your Michaud’s rep to schedule a rehearsal. Rehearsal times are subject to availability and are assigned on a first come, first served basis. Alcohol is not permitted during your rehearsal.

**X. Is Michaud’s handicap accessible?** – In some areas, Michaud’s is a multi-level facility and is handicap accessible with the use of our lift. Our parking attendants will direct your guests to the proper entrances into our facility. Once inside, hostesses will direct your guests to your banquet room.

**Y. What about Sunday through Friday discounts and off-season discounts?** – We offer a 5% discount off your total. Also, each of our banquet rooms have lower minimum adult guest count requirements.

**Z. Are animals allowed?** – With the exception of clearly identifiable, trained service animals, Michaud’s does not allow animals on the premises for any reason.