



FREQUENTLY ASKED QUESTIONS

~ WHAT DECORATIONS ARE PROVIDED BY THE FOUNTAINS?

The Fountains offers a beautiful, romantic setting with a satin covered canopy, a slate fountain and a wrought iron balcony overlooking our centralized dance floor. You may choose to compliment our round tables with colored linen napkins and our centerpieces at no additional charge. Centerpieces consist of a square mirror, a clear glass globe bowl and oil candle.

~ MAY WE BRING IN OUR OWN DECORATIONS?

Yes. You are welcome to provide your own centerpieces or decorations, provided that they are in compliance with local fire codes. The use of glitter, beads or confetti is prohibited, as it will remain with us long after your event. If glitter, beads or confetti are used, there will be a \$200 clean-up fee assessed. Candles must be surrounded by glass in a fashion that the flame does not rise above the glass container as we prohibit the use of open flame candles.

~ WHEN CAN WE DECORATE FOR OUR RECEPTION?

The Fountains offers plenty of time for you to decorate at no additional charge. The banquet room is guaranteed to be open the day of your event four hours prior to your scheduled start time. However, you are welcome to come in the day before your event between 12:00 pm and 4:00 pm provided we do not have an event scheduled. Decorating arrangements must be made ahead of time with our banquet office. We allow an hour after your event for breakdown of your decorations.

~ MAY WE HAVE OUR WEDDING CEREMONY AT THE FOUNTAINS?

Certainly! We would love to host your ceremony along with your reception. Custom room arrangements are available for you to create the wedding of your dreams. Please inquire with our banquet office about our Ceremony Packages. Our well-appointed wedding party suite is included in our Ceremony Packages and is the perfect place for final touches before your grand entrance.

~ MAY WE BRING IN AUDIO/VISUAL EQUIPMENT?

Yes. The Fountains is happy to supply a podium and screen at no additional charge. The Fountains does not have an in-house sound or video system. The Fountains has a P.A. system for speaking only.

~ WHEN ARE MY GUEST COUNT AND FINAL PAYMENT DUE?

25% of your estimated total bill is due 60 days prior to your event. Your final guest count and payment in full, including the rental fee, are due two weeks prior to your event. This is the number that The Fountains will set up for and prepare for, so we ask that your count is as accurate as possible. Once your final count is submitted, you may add to it during the final weeks before your event, but you may not reduce the number. If your actual number of guests attending your event exceeds your guaranteed count, you will be charged one and one and a half times the number of the additional guests.

~ IS THE WEDDING PARTY REQUIRED TO SHOW ID IF THEY CHOOSE TO DRINK ALCOHOL?

Yes. Michigan law requires that only guests 21 and over are permitted to consume alcohol, and ALL guests should be prepared to present proof of their legal age. The wedding party will be asked for id before being served a drink upstairs or champagne for the toast.

~ HOW SHOULD WE PLAN FOR THE TIMING OF THE RECEPTION?

You may decide what time that The Fountains will open the doors for your reception. That will be the time that our banquet room will be completely ready to receive guests. Before your start time, the doors will be locked so that we may prepare for your arrival.

Your service time for dinner will also be prearranged with our banquet office. This time will be based upon the arrival of the wedding party. It is important to schedule this time as accurately as possible in order to ensure the highest quality meal for your guests. We will be happy to assist you in making these arrangements.

~ SHOULD WE INCLUDE CHILDREN OR VENDORS IN OUR GUEST COUNT?

Yes. Your final guest count should be based upon the number of seats that you require to accommodate all of your guests. The Fountains provides a 50% discount for all guests 10 and under. Up to 2 vendors will be complimentary.

~ WHAT METHODS OF PAYMENT DO YOU ACCEPT?

The Fountains is happy to accept payment in the form of cash, personal or certified check, Master Card, Visa, AMEX and Discover cards.

~ IS THE ORIGINAL DEPOSIT APPLIED TO THE FINAL BILL?

No. Your original deposit serves as a security and damage deposit on the building. The deposit will be refunded to you in the form of a check. Please be sure to provide our banquet office with a current address so that you may receive your refund check in a timely manner.

~ AM I REQUIRED TO USE A SPECIFIC DISC JOCKEY OR BAKERY FOR MY WEDDING CAKE?

No. The Fountains wants you to have the choice of your own DJ and wedding cake. We believe in offering unlimited options to make your wedding day perfect for you! Of course, recommendations are available upon request.

~ **MAY WE PROVIDE OUR OWN FOOD AND/OR BEVERAGE?**

No. The Fountains' license to provide food service that is issued by the Kalamazoo County Health and Human Services Department prohibits us from allowing any food to be consumed that was not purchased from an authorized source and prepared on the premises. Wedding cakes are the only exception as long as they are prepared in a licensed kitchen. Guests' favors that include candy or nuts must be individually wrapped or boxed and can be placed at each place setting. Our liquor license also prohibits any outside beverages or alcohol to be brought in or consumed on the premises.

~ **MAY WE TASTE THE FOOD IN ADVANCE?**

Here at The Fountains, we take great pride in our high-quality, scratch-prepared banquet fare. The Fountains will provide one tasting per booked event. Tastings are scheduled every two months with Chefs choice options served. To attend, guests must pre-register with our banquet office. Chef Jen and Kristy, our Event Coordinator will be available for food and service questions during the tasting. Of course, Chef Jen is available for consultations prearranged with our banquet office, upon request. We also encourage you to contact area DJ or photography services in the area to inquire about our food, and we are happy to provide references at your request.

~ **MAY WE TAKE HOME THE LEFTOVER FOOD?**

No. The Fountains' license to provide food service also prohibits all food prepared on the premises from being taken from the building by any unauthorized party. Any food that is left after the event, however, is donated to Ministry with Community in Kalamazoo to help those less fortunate.

~ **HOW LONG DOES BUFFET SERVICE LAST?**

The Fountains will provide a beautifully presented dinner buffet for your guests for as long as they continue to eat. Buffet service allows plenty of time for seconds and thirds, but cannot exceed 1 1/2 hours. Typical dinner service is 45 minutes long.

~ **WHAT IF FIVE HOURS IS NOT ENOUGH?**

Additional time is available at a rate of \$100.00 per half-hour. Please let our staff know a half hour before your scheduled time has ended that you would like to purchase additional time. If you have purchased a beverage package, that service will end at the conclusion of five hours. To continue bar service after the five hours, you must make arrangements ahead of time with our banquet office.

~ **WHAT IS YOUR CANCELLATION POLICY?**

If it is necessary to cancel an event scheduled at The Fountains, a refund in the amount of \$400.00 will be issued to you if the date can be re-rented. If the date cannot be re-rented, none of the \$800.00 deposit will be returned. Upon cancellation of the event, you must sign a cancellation agreement in order to open up the date for another booking.

~ **WHAT IS YOUR SMOKING POLICY?**

The Fountains is a non-smoking facility. This includes e-cigarettes. A smoking area is available, however, for your guests outside at the front entrance.