



## Frequently Asked Questions The Crest Center and Pavilion

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### Facility

- **How long do I have use of the facility?**

- o We include 4 hours of event time with our Facility Rental Fee. For wedding clients who decide to have their ceremony onsite, we add on an extra hour for 5 hours total.

- **Can I visit the Crest Center without an appointment?**

- o Yes; Monday through Friday from 9 a.m. - 4 p.m. We do prefer that you set up an appointment to ensure that a Sales Specialist is able to meet with you. On Saturday, you must have an appointment. Sundays are always our one day out of the office each week, so we are unable to offer Sunday tour times.

- **What inventory is included with the facility rental?**

- o **Crest Center** – Round & rectangular banquet tables, black cushioned chairs, black or white linens, black napkins, ivory china, glassware, flatware, sound system, & event set-up and break down.

- o **Crest Pavilion** – Round & rectangular banquet tables, white padded chairs, white or black linens, black napkins, ivory china, glassware, flatware, built-in stage, & event set-up and break down.

- **What hotels are nearby?**

- o We are only ~4.5 miles from Downtown Asheville where you will find a multitude of lodging facilities. The nearest hotel is the Crowne Plaza, which is ~2 miles away.

- **Can cars be left overnight?**

- o Yes – We do ask that clients and their guests remove any vehicles by 12pm the following day.

- **Do I need to purchase event insurance or a liquor license?**

- o No – We are fully licensed to serve beer, wine, and liquor in NC.

- **Is the facility handicapped accessible?**

- o Yes, both venues are handicapped accessible.

- **How is parking handled?**

- o Parking is on a first come, first serve basis. When we are holding two events in both venues at the same time, service attendants & signs will be available to direct cars.

- **Can I rehearse on site?**

- o You may rehearse on-site as long as the date and time is available. We cannot ensure that the preferred date/time is available until the week of your event. There is a \$250 charge for rehearsal if rehearsing outside of normal business hours.

- **How do I handle kid's meals?**

- o There is no charge for infants/children from 0-3 years; children aged 4-11 years will either be charged half-price of an adult meal or order from our children's menu.

- **What size are the tables included for guest seating?**

- o Our standard tables for your guests are 60" round tables.

- **What is your maximum seating?**

- o The Crest Center can hold 180 people in the Main Hall and 265 people when the Mezzanine level is also used; The Crest Pavilion can hold a total of 500 people if there is no dance floor or buffet tables for meal service.

### **Rentals**

- **Can I bring in my own rentals?**

- o We handle all outside rentals for you & coordinate delivery so that you don't have to worry about these things arriving correctly and on time at the venue!

- **Are specialty colored linens available?**

- o Yes! We have a swatch book with almost any color and style you can imagine!

- **Am I charged for damaged rentals?**

- o If the rental company charges for damages, the cost will be passed to the client (unless due to the carelessness of M7 staff).

### **Ceremony and Reception**

- **Will I need a microphone for the ceremony?**

- o No (they tend to enhance the mountain breeze rather than voices!), but we can arrange for you to rent a portable sound system if you would prefer to have one.

- **What can we use for our “Grand Departure”?**

- o Bubbles, bells, LED wands, ribbon wands, and glow sticks. We do not allow sparklers. Ask your Sales Specialist about some creative ideas for those awesome exit photos!

- **What is the backup plan for rain?**

- o The Crest Center or Crest Pavilion’s weather backup plan will be inside of the venue. You may speak with your Wedding Specialist for more detail on this and set-up options.

- **Do you include a gift table? Guestbook table? Cake table?**

- o Yes, we have all of these tables in house for you to utilize.

- **How can I display favors for guests?**

- o Favors may be displayed individually at each seat or placed on a separate table entirely.

- **What options are there for ceremony music?**

- o Some options include a string quartet, DJ, band, or bagpiper. We’ve had a wide variety of music/musicians for ceremonies. The sky is the limit!

- **Who cuts the cake?**

- o An M7 service attendant will cut and serve the cake to guests.

- **What items cannot be used in the décor?**

- o Confetti, birdseed, rice, and helium balloons. The balloons may only be used inside of The Crest Center (no balloons in the Pavilion), and candles can be used as long as there is something underneath them to keep the wax from getting on linens, etc.

- **Do I need to assign seating?**

- o Plated meals require assigned seating; otherwise, it is up to your preferences.

- **When are vendors allowed on site?**

- o Two hours prior to your event.

- **What transportation options are available?**

- o Busses, limos, shuttles, trolleys, etc. Your Sales Specialist will be happy to provide recommendations of transportation companies for the event.

- **Can décor or personal items be left overnight?**

- o Due to the high volume of events, we need ALL personal items/décor that is brought in removed at the end of the event. We ask that you designate 1-2 people to help.

- **Are babysitters available?**

- o We can recommend local childcare professionals. Please ask your Sales Specialist for more details.

- **Do you provide referral information?**

- o Sure!

- **Will I be charged if I need extra time?**

- o Yes; we charge \$350 per extra hour of event time, IN ADDITION to hourly rates for M7 Service Staff and/or House Entertainment.

### **Bar**

- **Is security required?**

- o There will be one security guard for every 200 people at events where alcohol is served.

- **Do you check IDs?**

- o Yes; North Carolina ABC laws apply at our venues. Ask guests to bring their IDs.

- **Can I provide my own wine? Champagne? Beer kegs or bottles? Mixed drinks?**

- o Clients may bring in their own wine or champagne for a \$10 per bottle corkage fee.
- o We must provide ALL beer and liquor served at your event.

- **Can I limit the amount of alcohol?**

- o Yes – we can do as much or as little as you prefer! You can also restrict things like shots or multi-liquor drinks. It's up to you!

- **What beers are available?**

- o House Drafts: Pisgah Pale Ale, Yuengling, Highland Gaelic Ale, and Coors Light.
- o House Bottles: HiWire Lager, Noble Cider, Bud Light, Miller Lite, Michelob Ultra, and Corona Extra.
- o You may decide to pre-purchase specialty kegs/cases of beer from local breweries that distribute; however, we always have the above options stocked in-house!

### **Catering and Beverage Station**

- **Is outside catering allowed?**

- o No – we operate our own catering services for clients that reserve our venues. If an outside caterer is requested for cultural and/or religious purposes, please speak to your Sales Specialist about these details.

- **Can I arrange to taste the food?**

- o We are happy to offer food tastings for clients who are making decisions between menu options. When choosing tasting selections, please take into consideration that not all menu items can be prepared for individual service in the same fashion it will be presented at your event (i.e. Beef Tenderloin Carving Station, Pasta Station, Harvest Table, etc.). We pride ourselves in successfully catering large events; when developing our menus, we specifically chose items that will be functional for large groups.

- o Food tasting policies are as follows: we must have 3 weeks' notice AND approval from the Chef, signed General Policies, and your deposit on file. Food Tastings are ONLY scheduled Monday-Thursday from 11:00 am to 2:00 pm (our weekends stay busy with scheduled events, and we must have our focus on current events at hand!).

- o Cost is \$150 (plus tax) for a maximum of 4 guests to sample 2 protein selections, 2 sides, and 3 hors d'oeuvres. Any addition will result in a per entrée price for each additional person. Once you make your selections, your Sales Specialist will confirm the tasting and provide you with a detailed form showing your food selections.

- o We must receive payment prior to the client's departure on the day of the tasting. **We can add this to your contract balance, or we do accept personal checks, cash payments, and credit cards (not AMEX).**

- o There is also the option to have "Chef's Choice Lunch" that we can prepare at no charge to you. We cannot guarantee that you will taste any items listed on your contract, but you will have a better idea of how incredible the Chef is!

- o We understand how important it is to be assured the food is excellent, which is why we offer references. We have an abundance of previous clients that are thrilled to discuss their experience with our catering. Ask your Sales Specialist for reference contact information if more information is preferred.

- **Are vegetarian/vegan/dietary restrictive meals available?**

- o Yes - we require a minimum of 10 portions of each special entrée to be served. For restrictive meal counts under 10, we will prepare a Chef's Choice Meal for those guests.

- **When are final menu selections due?**

- o One month prior to your event.

- **When is my final guest count due? Do I need to include vendors in guest count?**

- o Final guest count is due 14 days (two weeks) prior to the event. You do not have to include vendors in your guest count unless required, but they ALWAYS appreciate it!

## **Staff**

- **What M7 Management will be present on event day?**

- o Our Event Captain(s) will manage the execution of every event; for all weddings, we also include an additional Bridal Attendant to help coordinate the details!

- **What are the duties of the Bridal Attendant?**

- o This person is your assistant on your wedding day; she handles all planned (and unplanned!) details that may arise. The Bridal Attendant will coordinate your ceremony, organize outside vendors as they arrive, and assist you with your needs. She will meet you at least once prior to your wedding day, direct your on-site rehearsal, and be with you through the cutting of the cake that evening. She follows your event timeline and keeps your reception running smoothly.

- **What does the staff wear?**

- o Our service staff wear black pants with a black tuxedo shirt; Event Captains dress in business casual attire with a visible name tag.

- **Is gratuity included on the contract? Is tipping required?**

- o Gratuity is NOT automatically included on your contract (Service Charge is not gratuity for service staff; see below). We do not require tipping, but we do encourage tipping the staff for all their hard work in ensuring guest happiness and successful events.

- **What is the Service Charge?**

- o A 10% Service Charge is added to your event subtotal. This is our “planning fee” and is paid in part as commission to your M7 Sales Specialists. Services covered in this fee include on-site meetings & event planning, as well as coordinating of all event details, including rentals, entertainment, staffing, catering, etc.

- **How much is NC tax?**

- o North Carolina State Tax is 7% and must be applied to purchases.

## **Entertainment**

- **What restrictions are there on entertainment?**

- o Smoke and bubble machines are not allowed inside the facilities.

- o No loud music after 11pm in The Crest Pavilion (this venue is NOT soundproof).

- o No confetti cannons (or anything else that requires extensive clean up that negatively impacts our beautiful mountain environment).