W DALLAS WEDDINGS FAQ

BILLING

WHAT AMOUNT IS THE REQUIRED DEPOSIT?

25% of your food and beverage minimum & rental is due upon signing of contract. This amount is non-refundable should you cancel or change your date.

WHEN IS THE DEPOSIT DATE?

The deposit is due upon receipt of the signed contract along with a copy of the credit card authorization form, as well as, a front & back copy of the credit card. We will also setup (3) additional dates for additional payments.

WHEN IS PAYMENT DUE?

Final payment is due five (5) business days prior to your event when your final guaranteed guest count is received.

IS TAX AND SERVICE CHARGE INCLUDED IN YOUR PACKAGE PRICES?

Tax and service charge is NOT included in our package prices. 24% service charge & *8.25% sales tax is applicable to all services.

**current sales tax rate*

VENUE

HOW MUCH TIME DO YOU ALLOW FOR A WEDDING/RECEPTION?

Our standard time is 5 hours. This can be extended for an additional fee.

WHEN CAN I SCHEDULE A VIEWING OF THE FACILITY?

We have staff available to show the facility Monday - Saturday & by appointment only.

WILL OUR CATERING/SALES MANAGER HANDLE & ATTEND OUR RECEPTION?

The Sales Catering Manager will guide you through the detailing process & will be available on your wedding day to oversee the event.

FOOD & BEVERAGE

ARE MENU TASTINGS AVAILABLE?

Menu tastings may be arranged through your Sales Catering Manager & are available based on availability. Tasting Hours are Monday - Friday 2-4 PM. The Menu tasting must be requested at least fourteen (14) business days prior to the date desired & is subject to the Chef's availability. All menu items may not be available for tasting.

WHAT IS THE "GUARANTEED GUEST COUNT" ?

Your "guaranteed guest count" is the amount of people you expect to attend your event. The "guaranteed number" of attendees for your entire event is due in writing (5) business days prior to your event date.

WHAT IS THE LEFTOVER FOOD POLICY?

For food safety & health precautions, all food must remain on hotel premises.

DO YOU OFFER ANY SPECIAL MEALS FOR KIDS?

Kid plates are available upon request & typically consist of chicken fingers, fries & fruit.

GUEST ROOMS

DOES MY GROUP RECEIVE ANY DISCOUNT ON THE GUEST ROOMS?

Yes, a courtesy room block is set up for your guests. Check with your sales manager for rates.

SECURITY

DO YOU REQUIRE SECURITY DURING THE EVENT?

Typically, no security is required. However, the Hotel reserves the right to require security. Should this be the case, the Hotel can assist in making security arrangements for a fee to the group.