

GOURMET EXPRESS CATERING & EVENT PLANNING GROUP
LONGACRE HOUSE BOOKINGS FREQUENTLY ASKED QUESTIONS

Q: Do I need an appointment to see Longacre House?

A: Yes. For a house tour, an appointment will be necessary. For appointments, please call 248-477-8404.

Q: How do I reserve my date at Longacre House?

A: Congratulations! This is an exciting time! Please call Longacre House at 248-477-8404. Upon availability, a contract for the venue will be drawn up. Gourmet Express Catering is our contracted vendor for catering and planning services. Once the Longacre House contract is signed and deposit(s) have been received, your date is confirmed!

Q: What is included when booking Longacre House?

A: Special event bookings include standard white or ivory four-point linens, white or ivory napkins, china service and a house attendant. For catered events, service staff is also included. Bartenders are included with events ordering a bar package for fifty (50) guests or more. If a Bartender is required, and a bar package has not been ordered, the Bartender fee of \$150 is additional.

Q: What is required to complete a booking?

A: A signed Longacre House rental contract and deposit, a booking agreement, a credit card authorization form, and the catering deposit will secure your booking.

Q: What is the deposit requirement for my event?

A: In most cases, Longacre House will require a rental deposit for the rental of the property. The amount is determined by the date and length of the rental. Some catering packages are inclusive of the house rental fee, and with those bookings, only a catering deposit will be required. Catering deposits are \$1000 for weddings and \$500 for all other events.

Q: When is the final guest count due for our event?

A: Final guest count, dietary restriction plates, children's meals, vendor meals, adult/minor guest count and final seating charts are due fourteen (14) days prior to your event.

Q: What forms of payment do you accept?

A: We will accept all major credit cards, certified and personal checks, and cash. Gourmet Express Catering will assess a 3.5% processing fee to any and all credit card payments.

Q: Is menu pricing flexible at Longacre House?

A: While our pricing is standard and does not offer flexibility to lower cost, we are happy to upgrade our services to your specifications. If you are flexible with your date and/or menu options, we do have several value packages to help accommodate our guest's budgets. Please discuss with your Event Coordinator for more details.

Q: When is final payment due?

A: Final payment and signed & dated final contract is due 7 days prior to event date.

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Q: What is the 5% overage?

A: Consider this an insurance policy. Gourmet Express Catering will prepare additional food and beverage for 5% over final guest count submitted. This covers any unexpected guest attendance. Events that have more guests than their anticipated count will be charged on the authorized credit card at the close of the event.

Q: What does the Event Coordinator do?

A: Your Event Coordinator will walk you through the details of your day, prepare a chronological summary, and help you stay on task through the planning of your day.

Q: What is the 22% operational fee?

A: The 22% operational fee helps us cover the operational and administrative costs associated with hosting your event. This includes planning and coordinating time, insurances, preparation staff, Chefs, monthly overhead and equipment upkeep.

Q: Is gratuity for the staff included in the final price or invoice?

A: Gratuity for the staff is not automatically included in the estimate or in your final invoice. While tipping is not required, our staff consistently goes above and beyond our guest's expectations, and a gratuity is certainly appreciated. Please consider this a discretionary option.

Q: Why is my credit card kept on file?

A: A credit card authorization form, and a copy of a credit card, is required for all events. The card on file can be used for advance deposits or final payment and will guarantee any additional expenditures on the day of your event.

Q: What is the cancellation policy?

A: The cancellation policy for Gourmet Express Catering is as follows:

All cancellations will result in forfeiture of the entire catering deposit and all installments, despite when the cancellation request is submitted. Should a cancellation be necessary, requests must be submitted in writing to:

Gourmet Express Catering
650 North Lafayette
South Lyon, MI 48178

The cancellation policy for Longacre House is as follows:

Events with a separate deposit for Longacre House and cancel at least thirty (30) days before the event date are refunded 50% of their initial Longacre House deposit. Events that cancel within thirty (30) days of their event date will forfeit the entire Longacre House deposit.

Q. What time does Longacre House close?

A: All Longacre House booked events must end no later than midnight.

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Q: How can I guarantee my event will be outdoors?

A: There are no weather guarantees! In the event of inclement weather, your event will be held indoors, in the most logical and available area of the venue. Your Event Coordinator will confirm the location of your event eight (8) hours before the event "start" time, to ensure ample setup time and staffing.

Q: When is the earliest we can schedule a ceremony rehearsal?

A: Rehearsals can be scheduled based on Longacre House availability and can be arranged and confirmed within thirty (30) days of your wedding date. There is no charge for rehearsals held on the grounds. Should you require exclusive access to Longacre House, or should you book your rehearsal dinner at Longacre House, standard rental charges will apply.

NOTE: Your Event Coordinator provides complimentary services during the planning of your event and will not be on site during a wedding rehearsal. If you would like the assistance of your Event Coordinator at your rehearsal, please check with them for their availability. There is a \$150 fee for your Event Coordinator to attend the rehearsal.

Q: Can we schedule a sampling of the food before the event?

A: We are pleased to offer two complimentary sampling evenings annually, at our beautiful Taste of Longacre. In the event you would like to book a private sampling, a \$75 sampling fee will apply, and is prepared for four (4) people. Please speak with your Event Coordinator for more details.

Q: Can we offer our guests a choice for their entrée?

A: Dual entrée plates are highly recommended, however, a choice of **two** entrées can be offered to your guests with your event invitation. When offering a choice of entrées, clients **must** provide an escort card indicating the table number and menu selection for each guest. A master seating chart must also be provided to Gourmet Express Catering indicative of the total number of tables, number of guests per table, and total of each menu selection per table. One menu entrée must be selected for every guest.

Q: Can we bring in our own food or alcoholic beverages?

A: No outside food or beverages are allowed on Longacre House premises, including the grounds, wedding suites, and parking lot.

Other policies: Alcohol will only be served to individuals twenty-one (21) years of age or older, **with a valid identification card**. The Longacre House and Gourmet Express Catering will not serve shots or pitchers. In addition, no alcohol may be brought in as favors. Bar service will end no later than 11:30pm for all events.

Q: Can you accommodate dietary requests?

A: With advanced notice, a reasonable attempt will be made to accommodate dietary, ethnic, and cultural menu requests. During your event, we will do our best to accommodate "on the spot" requests, however, there will be time delays as we prepare something special, and there is also an additional charge for the additional meal. Please consult the catering menu for options.

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Q: Do you offer children's menus and pricing?

A: Of course! Children four (4) and under may dine from the adult menu at no charge, however, they will be charged for appetizers, beverages and sweets. Children five (5) to nine (9) will be charged \$15 when dining from the adult lunch menu and \$20 when dining from the adult dinner menu. Children's meals must be ordered in advance, and Children will receive Chicken Tenders with Ranch Dressing, Baked Macaroni and Cheese, and Fresh Fruit for a charge of \$15.00 per child.

Q: Do you offer vendor's meals?

A: Yes! Vendors will be served the same meal as your guests for a discounted plate price of \$30 for evening events and \$15 for daytime events. Many vendors request meals in their contracts. Please be sure to include your vendors in your final guest counts.

Q: How long can the appetizers and/or buffet be available?

A: Appetizer service, in conjunction with dinner, will be offered for a maximum of one (1) hour. Buffet service for scheduled events will be offered for a maximum of ninety (90) minutes. Open-house buffet times can be scheduled with your Event Coordinator. Guests who arrive later than the scheduled food service timeframe are not guaranteed a plate.

Q: Are we allowed to bring in our own sweets?

A: Clients may bring in their own wedding cake, shower cake, birthday cake, or cupcakes, which must be prepared by a certified food handler in a licensed kitchen. Vendor contact information must be received ten (10) days prior to your event. Any sweets outside of the specialty items mentioned above, must be provided by Gourmet Express Catering.

Q: Can we take home leftovers?

A: Due to health department regulations, Longacre House and Gourmet Express Catering do not permit the packaging or removal of any food or beverage that is not consumed during a scheduled event, with the exception of wedding cake or cupcakes.

Q: Can I bring my own table snacks?

A: Clients may bring in their own prepackaged table snack (pretzels, candies, mints) for seated tables only, when hosting a catered event. These snacks would be an accompaniment to paid meal service for your guests. All prepackaged snacks must be brought in unopened and cannot be "prepared" snacks such as cut fruit or cut vegetables. Absolutely no, prepared, perishable food may be brought into Longacre House.

Q: What time can I arrive for setup of my event?

A: Clients are given a ninety (90) minute grace period, prior to guest arrival time, to be on the premises for decorating.

Q: What if I want to arrive earlier?

A: Earlier arrival times can be arranged based on availability. Additional charges will apply. Please contact Longacre House directly to inquire about an earlier arrival time.

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Q: Can I drop my event items to Longacre House early?

A: Please contact your Event Coordinator to make special arrangements for early drop off of wedding or special event items.

Q: Does the Longacre House have any décor restrictions?

A: Decorations may NOT be permanently affixed to any location on the property (Command™ Strips may be used), including chandeliers, light fixtures, walls and trees. Confetti, glitter, bird seed, bubbles, **open flame (including sparklers)**, glue, tape, pushpins, staples and related items are also prohibited. All decorations must be removed within thirty (30) minutes after the conclusion of the event.

Q: Do you have any photography restrictions?

A: Professional and amateur photography for your personal use is permitted on Longacre House premises, during your contracted event time only. For extended time on the campus for photos, please contact Longacre House directly. If you plan to have photos done at Heritage Park, please contact the City of Farmington Hills 248-669-6700 prior to your event, to block your date and time at the park.

Q: Does Longacre House provide any AV/Sound equipment?

A: Longacre House can provide a screen and podium for a minimal charge. No sound or projection equipment is available.

Q: Does Longacre House have WIFI?

A: Yes, Longacre House does have open WIFI service for your convenience.

Q: Does Longacre House have preferred vendors or Officiants?

A: While Longacre House and Gourmet Express Catering welcome outside vendors contracted by our private event clients, we are also pleased to recommend respected vendors who are familiar with Longacre House. Please consult with your Event Coordinator for our best recommendations reflecting your specific needs.

Q: Can I bring in my own rental items?

A: Clients may not provide tables, chairs, chair covers, linens, napkins, runners, service ware including china, glassware, chargers, flatware, etc. All specialty items in this category must be secured and installed by Gourmet Express Catering.

Q: Are the tables and chairs an additional fee?

A: Round tables and standard white padded chairs are included with all special events booked at Longacre House. This is a \$3 per chair charge for all outdoor ceremony seating.

Q: What specialty vendors can I use and what time can they arrive for setup?

A: We welcome approved outside vendors as contracted by our clients for florals, décor, wedding or specialty cakes, music, entertainment, photography, videography, AV, transportation, photo booths, etc. All specialty linens and rental upgrades (tables, chargers, runners, chair covers, etc.) must be provided by Gourmet Express Catering.

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The standard arrival time frame for vendors is ninety (90) minutes prior to the event. Please consult with your Event Coordinator for approved arrival, setup and departure times, as well as any other special considerations. These details will be outlined in your final event summary, so our service team can help facilitate. Vendors/deliveries must not arrive earlier than 90 minutes prior to event and must vacate the premises within thirty (30) minutes of the close of the event. Vendors may not drive on brick pavers and must provide their own cart with rubber wheels, when necessary.

Q: What can I count on the service staff to do on the day of the event?

A: Our service staff is wonderful and will assist in event setup, execution, service and clean-up of your event.

Q: Can our special pet participate in our event?

A: The Longacre House is very firm in our policy of no animals allowed inside Longacre House. Only ADA service animals are accepted, as required by law. An ADA service animal is a dog that is individually trained to do work or perform tasks for a person with a disability. Emotional support animals are not allowed. Your special friend, however, may participate in your outdoor ceremony!

Q: Do you have a map to give to our guests, and do you know any hotels that are close by?

A: Yes! Please consult with your Event Coordinator or Longacre House for these requests.

Q: Does Longacre House provide shuttle services?

A: Unfortunately, no shuttle service is offered. Some local hotels do offer shuttle service.