



# MBR

## FREQUENTLY ASKED QUESTIONS

*We understand selecting a wedding venue can be overwhelming. To help make your decision easier, we put together a list of Paramount Events frequently asked questions! If you have any additional questions, or want to request booking information for any of the Paramount Event Spaces, please do not hesitate to contact us at (630) 723-2468. We look forward to hearing from you!*

### **Are we able to have both the ceremony and reception with Paramount Special Events?**

Yes! We have multiple spaces for all of your wedding day events including the ceremony, cocktail hour, and reception. Depending on what best fits your needs, you can rent as many spaces as you want.

### **How much time should I book in each room?**

Standard weddings are allotted 6 hours for reception and an additional hour if your ceremony is on site. You are also allowed access to your venue 3 hours prior to your guest's arrival. When you arrive at the start of your event, everything that Paramount Special Events provides will be set up, allowing you and your vendor's time to prepare any additional items. Paramount Events will take care of room cleanup at the end of your event time. We are happy to remove anything you would like thrown away, but we kindly ask that you have your guests, decor, gifts, etc. removed by the end of your 6 hour reception time.

### **What is included with each reservation?**

When you book your wedding at Paramount Special Events, we include all of your event essentials for no extra charge. All wedding reservations include: tables, chairs, tablecloths (black or white), a silk-floral centerpiece, setup & takedown of dining tables and chairs, a 4 hour standard open bar package, and your choice of two signature drinks.

### **Who does the catering?**

The Paramount Special Events staff will work with you and any of our (5) preferred caterers to find a lunch or dinner package that suits your wedding needs. All preferred caterers' service includes: coffee service, linen napkins, china, water glasses, silverware, cake cutting and wait staff.

### **What are my décor options?**

You are welcome to bring in any décor and decorations that you feel would enhance your theme. We also have an in-house silk-floral centerpiece available at no additional charge. Please note that decorations that could damage any surface in the Ballrooms cannot be used.

**Can we come in early to decorate?**

Of course! You are allowed access to your venue 3 hours prior to your guests arriving. Should you feel you will need more than 3 hours to decorate, you have the option to purchase additional hours of decorating time. Additional hours may be purchased in 3 hour increments. When your load-in time begins, we will have all of your tables, chairs and linens set so the room will be ready for you or your vendors to decorate at that time.

**What bar packages are available?**

Your rental of a Paramount Event Space includes our 4 hour Standard Bar package. This includes, 1 hour of open bar before dinner, and 3 hours following dinner. While the bar is closed during dinner, wine service is available for your guests. A champagne toast is provided for the head table. A champagne toast for all of your guests or an upgrade to our premium bar package can be purchased.

**What audiovisual equipment do you provide and how much does it cost?**

The Paramount Event Spaces are set up to accommodate a DJ or band. We will work with you to coordinate a location for a DJ table, band, speakers and any other necessary equipment (a podium and one wireless microphone included in room rental fee).

**Do you offer any outdoor options?**

Yes! Outdoor event spaces are available on the Plaza of the North Island Center and along the Fox River's River Walk. These spaces are weather dependent, with a rain location in the North Island Center's Atrium.

**Can I leave my items at the venue overnight?**

We ask that all items including rental items that you brought in are removed at the end of your reception. In certain cases, exceptions can be made, but written approval must be granted at least 7 days prior to your event with your Paramount Event Manager. Paramount Events is not responsible for any items left overnight or not collected at the end of your reception.

**How do I book my event?**

Bookings can be done in person at the venue, or over the phone. Give us a call and we are happy to walk you through the booking process!

**Do you offer payment plans?**

Yes! We offer payment plans, and we are happy to work with you to find a solution that fits your needs. For information, please contact us at (630) 723-2468. All events must be paid in full within one hundred and twenty days (120) months prior to your event.

**How can I make my payments?**

Paramount Special Events accepts payments by personal check, cashier's check, money order, cash, and in special instances credit or debit card. If you are paying with a credit/debit card, please know that a nominal service fee will apply.

**What is your cancellation policy?**

All sales are final. Once you have signed a contract there is no refund of money upon cancelation.

**Do I need to get event insurance?**

No. By having your wedding with Paramount Events, you are covered under our general event insurance. All outside vendors will be required to show their certificate of insurance and workers compensation prior to the event date.

**When are the venues open?**

Paramount Special Events is available for events every day from 7am-midnight except on Thanksgiving and Christmas Day. On days when we do not have events scheduled, our business hours are Monday-Friday from 10am-5pm.

**Do you have a catering kitchen?**

Yes! The catering kitchen is available to the Paramount Special Events 5 preferred caterers. However, there is a prep area available to approved outside caterers that features ample counter space. Please note that not all outside caterers will be approved.

**Can we bring in food from home, cook on site, or do a potluck?**

No. All food must be provided by a bonafide licensed catering company.

**Do you allow candles?**

Yes! Votive candles with at least 1 inch of glass above the top point of the flame may be used.

**Do you allow animals?**

We do not allow animals with the exception of service animals.

**Do you have adequate parking?**

Street parking is available, as well as multiple city lots including one located just one block north of the Paramount Event Spaces. There are also two paid garages, both located just one block away from the Paramount Event Spaces. Valet service can also be arranged with a Meyer Ballroom wedding reservation.

**I lost something at an event. Do you have a lost and found?**

Yes! Please contact your event manager.