



# PARAMOUNT EVENTS FAQs

*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 Paramount Events Spaces, please do not hesitate to contact us at **630-723-2468**. We look forward to hearing from you!*

## **Are we able to hold both our ceremony and reception with Paramount 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 guests' arrival. When you arrive at the start of your event, everything that Paramount Events provides will be set up, allowing you and your vendors time to prepare any additional items. Paramount Events will take care of room clean-up 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.

**Can I come and take a tour?** Yes! We would love the opportunity to show you the venues and discuss the details of your wedding. Please call us at **630-723-2468** or schedule a tour through **OUR WEBSITE**. We typically schedule tours Monday through Friday, 10am-6pm, but we can also accommodate tours on Saturdays and on occasional weekday evenings.

**What is included with each reservation?** When you book your wedding at Paramount Events, we include all of your event essentials for no extra charge. All wedding reservations include: tables, chairs, tablecloths (black or white), setup & takedown of dining tables and chairs and a 4 hour standard open bar package.

**Who does the catering?** The Paramount 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. Paramount Events offers chair cover rentals or Chiavari chairs rental. There are also two types of in-house centerpieces available at no additional charge. Please note that decorations that could damage any surface in the event spaces 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 and/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 of open bar following dinner. While the bar is closed during dinner, wine service will be made 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 audio/visual equipment do you provide, and how much does it cost?** The Paramount Events 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 are included in room rental fee).

**Can I leave my items at the venue overnight?** We ask that all items, including 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 the Paramount Events 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'd be more than 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 more information, please contact us at **630-723-2468**. All events must be paid in full at least 120 days prior to your event.

**How can I make my payments?** Paramount Events accepts payments by personal check, cashier's check, money order, cash and, in special instances, credit or debit card. If you plan to pay with a credit or debit card, 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.

**When are the venues open?** Paramount 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 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 hold a potluck?** No. All food must be provided by a bona fide 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.

**What kind of parking options are available?** Street parking is available, as well as multiple city lots, including one located just one block north of the Event Spaces. There are also two paid garages, both located just one block away from the Event Spaces. Valet parking service can also be arranged.

**I lost something at an event. Do you have a lost and found?** Yes! For all lost and found inquiries, please contact your event manager.