



KELLOGG WEST WEDDINGS - FREQUENTLY ASKED QUESTIONS

Is an off-site wedding coordinator necessary at Kellogg West?

You are not required to hire an off-site coordinator. A day-of venue coordinator is included with your event. The coordinator will run your rehearsal and ceremony. However, we recommend a personal wedding coordinator if you want extra guidance throughout the process, or have a lot of décor that needs to be set up on the day of the wedding. Our venue coordinator will oversee all set-up related to Kellogg West, whereas an off-site coordinator will help set up any décor that you bring in.

What size tables do you usually use?

- Included in our package are 60" diameter round tables x 30" high (seats 8).
- Half-moon or rectangular tables are available for the sweetheart table.
- The cake table is a 60" diameter round table and comes with white or ivory skirting to the floor.
- Set-up tables are 6' and come with white or ivory linen.

What are the linen colors and sizes that you offer?

Included in our package are complimentary white or ivory 85"x 85" square linens and choice of colored napkins. Upgrades include floor length linen, overlays or other colors and textures.

What time will the event space be ready for client set up?

- Included in our package is a complimentary one hour prior to the event set-up time.
- Additional hours are available for purchase and must be pre-arranged prior to your event.

How many hours are included in the wedding package?

Six hours for ceremony and reception (five hours for reception only). This does not include set up or tear down. Additional reception hours are available at \$385 per hour and may be extended until 12:00 a.m.

Can I bring my own alcoholic beverages?

Outside beer or liquor is not permitted in either the bridal rooms or the venue and must be purchased through Kellogg West according to our liquor license and current liquor laws. Wine or champagne can be supplied by the customer and are subject to a corkage fee of \$9.00 per 750 ml bottle. A maximum of two (2) bottles per dining table are allowed, which will be served from the bar only.

Can we make changes to the package or menus?

Yes, please consult with your wedding coordinator. Changes may result in price alterations.

What are the due dates for food and beverage guarantees?

Guest count and details are due two weeks before the event (reductions and/or no-shows will not be credited). Should additional guests attend after the two-week deadline, it will be deducted from your deposit.

What does the 20% service charge cover?

The 20% service charge covers the labor of the setup, and the service provided the day of your wedding. This is not a tip to the event staff.

Do I need to provide a tip for the wedding and/or banquet staff?

It is not required; however, our staff would appreciate the recognition for their efforts.

Are vendor meals available?

Yes, we offer vendor meals at 50% off of your selected menu price (per vendor). Purchasing vendor meals is recommended for vendors staying four or more hours.

Are there any additional costs that could accrue?

Depending on what your additional needs may be, changes to your menu selections, headcount, or any other additional items added after contracting, are subject to additional costs. At any time, your venue coordinator can prepare a quote based on your communicated needs that include anticipated charges, service fees and sales tax.

When is the final payment due?

Two weeks prior to your event, all final charges are due in full. The venue coordinator will provide you with a detailed final balance due.

What are the forms of payments accepted?

We accept credit card, cash, checks or money order. It is recommended that you contact your credit card company prior to any wedding charges to ensure your funds and authorize the charge. We are unable to accept personal checks on the final installment.

Do you provide a sound system for the ceremony and reception?

Kellogg West does not provide a sound system for the ceremony or reception. Your professional DJ or band must provide license and insurance one month prior, and must bring in all the sound equipment for the ceremony, cocktail hour and reception.

How many bartenders will be tending my bar?

We provide one bartender per 99 guests and two bartenders for 100 or more guests.

What is the policy for open-flame candles?

We only allow flameless or LED candles. Real candles are not allowed anywhere on the property.

Are sparklers allowed?

Yes, sparklers are allowed in the front courtyard of the hotel only. Clients must provide two metal or tin buckets to extinguish the sparkles. Kellogg West staff will distribute all sparklers on your behalf.

What vendors do we need to bring?

Vendors that are not included in our wedding package are an officiant, DJ with license and insurance, bakery with license and insurance, photographer and florist. We can, however, offer a complete list of preferred vendors. Our preferred vendors are complementary fed, insured with the property and have experience working at the venue.

Can I bring my dog?

With proof of proper documentation, service animals are allowed on site. Family pets are allowed for the ceremony portion only. Once ceremony and photos have concluded, pets must be taken off of the property immediately.

When can I book a menu tasting?

Menu tastings are held three to five months prior to your wedding date. Menu tastings are offered weekdays during lunch between 11 a.m. and 1 p.m. based on availability. We do not hold menu tastings on weekends due to our busy event schedule. Contact your coordinator for available dates.

Can I store my wedding flowers or cake in the Kellogg West refrigerator?

Due to the lack of space at Kellogg West, we can not store any floral arrangements or wedding cakes in our refrigerator.

Is smoking allowed on the property?

Smoking of any kind including vapes, cigarettes and cigars are allowed in the front of the hotel lobby **only**. Smoking is not permitted on the balconies or inside the building.

What is the cancellation policy?

Due to costs incurred by Kellogg West leading up to your event, if your event is canceled, you will be assessed the following charges:

- One (1) year or more to the date of the event - \$500.00 deposit.
- More than nine (9) months, but less than one (1) year - \$500.00 deposit and \$100.00 Administrative Fee.
- More than six (6) months, but not less than nine (9) months - An assessment of 50% of the lost expected revenue.
- More than three (3) months, but less than six (6) months - An assessment of 75% of the lost expected revenue.
- Three (3) months or less - An assessment of 100% of the lost expected revenue.

Are there hotels nearby?

Yes, Kellogg West Hotel and Conference Center is located directly on Cal Poly Pomona property. Included in your package is a complimentary honeymoon suite for the newlywed couple on the night of the event. The Kellogg West Hotel can also offer room blocks for your convenience.