



FREQUENTLY ASKED QUESTIONS

TRAVAASA WEDDING COMMITMENT

Is a contract required to have a wedding at Travaasa?

All weddings require a contract. The contract is between Travaasa and the responsible party.

What is the guest room requirement to have my wedding at Travaasa?

Travaasa Events: In order to book a wedding and secure event space at Travaasa a minimum of 8 rooms each night or 15 cumulative room nights are required as part of your contract. Please keep in mind that Travaasa does not allow minors under the age of 16 on the grounds.

Property Buy-Out: An exclusive buy-out of the property allows you and your guests' unlimited access to the grounds. A buy-out requires a signed contract for all 70-guest rooms with a two night minimum stay (must include the night of the event). Children are permitted during the hours of the buy-out; beginning at 3 p.m. on the arrival date and ending at 12 p.m. on departure day. Minors are not allowed on property outside of those time periods. Buy-outs also require a Food & Beverage Minimum Revenue and a Spa Minimum Revenue.

Farm Events: Weddings booked at the Travaasa Farm do not require guests rooms and minors are allowed at the Farm with appropriate adult supervision.

What happens if all of the rooms we contract are not reserved?

Buy-Outs are required to book all 70-guest rooms each night. If all 70 are not reserved the Responsible Party will be responsible for paying for the remainder.

Non buy-out contracts will have a cut-off date by which your guests must make their reservations. At that time, based on the total number of rooms contracted, you will have the opportunity to reduce your block by 10%. If there are still unreserved rooms after the reduction you will be responsible for payment for the unoccupied rooms.

CEREMONY/RECEPTION

What happens if it rains?

A rain back-up plan should be decided upon during the booking phase. Due to the make-up of the facility, not all venues within the property offer a rain backup at your selected site (i.e. The Farm). Any additional costs including tenting, outdoor flooring, umbrellas, heaters, etc. are at the discretion of the The Wedding Couple and will incur additional costs. Travaasa requires a weather call a minimum of 6 hours prior to event start.

Is there an on-site wedding coordinator?

As the selected venue for your wedding ceremony and/or reception Travaasa will provide expert assistance with food and beverage service and set up of all included items in the Travaasa Event Fee. Your event will be assigned a Venue Coordinator who will provide a detailed questionnaire to assist in your menu selections, set up requirements, proposed timeline, and vendor requirements. The Venue Coordinator will assist in ensuring that you have met all of your contractual obligations to the hotel and offer suggestions on how best to utilize the venue.

Travaasa requires that you work with a professional wedding planner to assist in planning your ceremony & reception, facilitation of the ceremony rehearsal, finding outside vendors for needs beyond the inclusions of the hotel, and to orchestrate coordination the day of your ceremony and reception.

When can I have access to start setting up my décor?

Décor should be set-up the day of your event. A specific timeline of vendor arrivals should be submitted with your wedding planning questionnaire. Décor requiring additional set time (i.e. tenting etc.) should be disclosed at least 2-3 months prior to your event date and is subject to availability and additional charges based on requirements.

Please note that Travaasa does not handle set up of outside decor. All pick-ups must be made the night of the event unless alternative arrangements have been made in advance and approved by Travaasa. There is a \$500.00 equipment handling fee per day for items not picked up as noted or if alternative date/time is not provided and/or approved in advance.

CEREMONY/REHEARSAL CONT.

Will I be allowed to have a ceremony rehearsal?

Yes! A date and time for your wedding rehearsal will be scheduled and typically takes place the day before the event.

Are there any restrictions as to how I can decorate?

You cannot staple, tack, nail or glue anything to any surface, structure or natural element (tree's etc.). Please no confetti or glitter.

Are there restrictions on what can be used during our getaway toss?

Birdseed and rose petals are acceptable. Confetti, faux petals, rice, sparklers, or poppers are not permitted. Use of these or any other non-biodegradable materials will result in a \$500.00 cleanup fee.

Where can we take photos?

Photos can be taken at Solidago Gardens, the Farm, and Stables by pre-arranging a date and time with your Venue Coordinator. Photos at the pool may also be coordinated in the early morning hours before pool use begins.

What are the noise level restrictions?

Local noise ordinances require that outdoor music end no later than 11 p.m.

What type of set-up is included in the Event Fee?

Event Fees include set up of banquet tables with linens (traditional rounds, cocktail tables and 6-foot rectangle tables). The fees do not include additional furniture requests or the reset fee for the following locations: the pool, Jean's Kitchen, Mesquite Patio or Parlor. Additional fees will apply based on the requirements of the reset.

Do you have a dance floor?

A number of Travaasa wedding sites have surfaces suitable for dancing however Travaasa does not provide a wooden dance floor. Considerations should be made when booking the site, as dance floor rentals are an additional cost to The Wedding Couple.

What are your insurance policies?

Any vendor contracted to perform services at Travaasa is required to provide proof of liability insurance in the amount of \$1,000,000.00. A copy of the policy along with a signed Travaasa Vendor Contract should be provided at minimum 14 days in advance of the event. It is the responsibility of The Wedding Couple and/or their representative to procure the documentation. Service providers from Travaasa's Approved Vendor List have already been pre-screened and are not required to provide the noted documentation.

Am I required to use Travaasa's recommended vendors?

No, you are not required to use Travaasa's recommended vendors however any vendor contracted to provide services at Travaasa must provide proof of liability insurance in the amount of \$1,000,000.00. A copy of the policy along with a signed Travaasa Vendor Contract should be provided at minimum 14 days in advance of the event. It is the responsibility of The Wedding Couple and/or their representative to procure the documentation.

Is the venue wheelchair accessible?

Travaasa meets all ADA requirements however consideration should be made when deciding on a location, as not all areas of the property are accessible.

PARKING

Where will my guests park?

Travaasa event parking is located approximately .6 miles from the entrance gate on FM 2769 (at the top of the hill past the guest parking). The hotel will provide directional signage. A shuttle will be provided for events at the Travaasa Farm or Stables that will pick up at the Event Parking location.

Are there parking/valet charges?

Travaasa offers complimentary self-parking for events and can provide valet services for a fee. Valet charges can be billed to the individuals or it can be billed to the event's master account.

GENERAL FOOD & BEVERAGE

What is a Food and Beverage Minimum?

A Food and Beverage Minimum represents a minimum expenditure required for a specified reserved space. This minimum can be met through the purchase of food/menu items, liquor, beer, wine, and non-alcoholic beverages. The minimum does not include applicable tax or service charges nor does it represent the actual cost of your event. Actual costs are determined by your selection and/or consumption of all services for your event.

Is outside catering allowed?

As a full service event facility, outside catering is not permitted. All food & beverage consumed in event space must be purchased through the hotel. The only exceptions to this rule are the wedding cakes.

How can I figure out an average per person cost for my reception?

The cost per person will be determined by the actual selections for your particular event. Until selections have been determined an average cannot be obtained.

Can I bring in my own wedding cake or desserts?

Yes! You are welcome to bring in your own wedding cake. However, please note that Travaasa cannot store wedding cakes and all deliveries must be made the day of the event. Travaasa recommends cake deliveries happen 2-3 hours prior to start of reception. Cakes should be delivered and assembled at final display location by cake vendor. We recommend cakes displayed in outdoor venues feature fondant icing in order to maintain integrity of cakes.

Can you cater to dietary restrictions, such as vegan, gluten free, vegetarian, etc.?

Yes! Travaasa focuses on healthy Farm-to-Fork dining. Our Executive Chef has created a number of options that can accommodate special dietary needs. Please discuss with your Venue Coordinator any details of dietary needs so that advance arrangements can be made to accommodate your guests.

Will there be a tasting before the event date?

Yes! As part of our Travaasa Wedding Events a tasting will be offered once your contract has been signed and menu options selected. We recommend scheduling your tasting 2-3 months to your wedding reception.

Do you charge a corkage fee?

Travaasa does not allow outside wine to be served in our event spaces. However, if The Wedding Couple have a special bottle that Travaasa is unable to obtain, we will allow a maximum of (3) bottles to be brought in with a \$25.00 corkage fee per bottle.

Why are my menu and bar prices so much higher than if I work directly with a caterer or buy my own alcohol?

As a full service event facility we try to offer the simplest pricing structure possible. In doing so we provide pricing for food and beverages that are inclusive of the equipment necessary to deliver those services. For example, Travaasa will not charge a separate rental fee for tables, chairs, china, silver, or glassware required to deliver your menu (a caterer will offer pricing for just food with additional rental prices noted for the equipment.)

Am I required to tip on top of the service charge? Why are service charges taxed?

Additional gratuity is not required above the contracted 22% service charge. In the state of Texas, contracted service fees are different than optional "tips" or gratuities and are therefore subject to taxation.

SPA

Is there a requirement to have spa services?

Buy-Outs require a Spa Revenue Minimum, which is determined by the time of year and day of the week. Spa Revenue Minimum's can be met by booking appointments. Should the actualized spa revenue fall below the Minimum the Responsible Party will be responsible for the difference. Non Buy-Out's are not required to book spa treatments at the spa. Keep in mind that the Travaasa Austin Spa is open to the public and takes appointments from 9 a.m. to 7 p.m. daily. The spa is also located at the pool deck and the pool must be made available to spa day guests. In order to use the pool exclusively it is required to buy-out the spa during the time you wish to use the space.

Do services acquired by my guests count towards the minimum requirement?

Spa services acquired by guests can be applied towards any contracted spa minimum as long as the services are rendered during the contracted event period. Spa revenue cannot be applied towards other commitments such as food & beverage minimums or room rental commitments.

What happens if someone cancels or no-shows for their spa appointment?

If a guest cancels or no-shows, the charges for the spa appointment will be charged to the Responsible Party unless the individual provided a form of payment at the time of booking the appointment. Travaasa can advise guests of the cancellation policy at the time of booking their appointments and obtain a form of payment if guests call in to make their own reservations.

