



## CLUNY | FREQUENTLY ASKED QUESTIONS

### EVENT BOOKING

#### **How soon can I secure my venue?**

We book up to 18 months in advance. Once the booking window opens, and after a site tour has been conducted, a soft hold can be placed - this hold can last for up to 10 business days. At this time, we will solidify your booking with a contract and initial deposit. Should you not request to move forward, your hold will automatically be released. If a contract is requested but not returned within 10 business days, the event will return to a soft hold.

Please note that all holds are challengeable. Should another party challenge you to the hold during any of the previously mentioned periods, you will have 48 business hours to confirm the booking or release the date to the other client. The event space and date of your event are not confirmed until both parties sign an event contract, and the venue receives the first deposit.

#### **How much is it to rent your space?**

There is a minimum food and beverage charge (prior to taxes and gratuity) for any event. This minimum amount will fluctuate based on the date and time of your event.

Please note that this does not include other factors such as audio-visual, rentals, and mandatory staffing fees outside of what is included in standard food and beverage service.

#### **What is the payment structure?**

- 50% of the minimum food & beverage spend is due with the signed contract
- The remaining 50% of your minimum spend, plus any applicable rental fees are due 3 months out from your event date
- For event bookings under 3 months, we require 100% of the minimum food & beverage spend with the signed contract
- The projected balance is due 5 business days prior to your event
- All events are required to be fully prepaid based on the cost estimate prepared by your Event Specialist. This is based on any event details including but not limited to, the number of guests, style of service, and any audio-visual components

- Any outstanding balance will be invoiced to you within 14 business days following the event. If payment is not received within 14 business days of this final invoice, overdue accounts are subject to a monthly 2% interest charge
- We accept Visa, Mastercard, American Express, wire transfers, and certified cheques made out to the "Distillery Restaurant Corporation". All deposits and payments are non-refundable. The venue may terminate any event for which any required deposits or payments have not been received when due
- We require a credit card on file with an expiration date past your event date, regardless of the original method of payment

### **When do we have to guarantee our final guest count?**

The final guest count is due 5 business days prior to the event. If the guest count drops after this date, you are still charged for the number of guests you submitted. If you have additional guests that would like to attend at the last minute, we can generally accommodate them; however, this would require a conversation with your Event Specialist in advance.

## **VENUE, HOURS & ACCESSIBILITY**

### **What is the exact address that I should put on my invitations?**

Cluny Bistro & Boulangerie - 35 Tank House Lane, Toronto ON, M5A 3C4

### **Where is the nearest parking?**

There is underground parking underneath Cluny Bistro, with access from Cherry Street or Distillery Lane. Other parking options include the main lot that runs along the south side of the Distillery District on Distillery Lane, an underground parking lot at 33 Mill Street, and a Green P parking lot on Distillery Lane. Please see the [DISTILLERY DISTRICT PARKING MAP](#) and for current rates, please see the [GREEN P WEBSITE](#).

### **What time is the space available for set-up, and when must loadout be complete?**

Clients and vendors can arrive one hour prior to guest arrival to arrange flowers, decor, candles, and other personal touches.

- Daytime: earliest guest arrival at 10 AM / latest guest departure at 3 PM
- Evening: earliest guest arrival at 6 PM / latest guest departure at 12 AM

Vendors will then have up to one hour for loadout. Please be advised that should there be a service overlap with our partner venue, your Event Specialist may need to discuss a slight time adjustment with you. Should you require earlier access to the space, additional charges may apply.

### **What time is the bar open until?**

Our license allows us to sell alcohol from 10 AM - 12 AM. Drinks cannot be ordered past 11:45 PM. All guests must depart the space by 12 AM.

**Is there a coat check available?**

Coat check is from October through April for a self-coat check as there are two coat racks. If you have a split private dining room (i.e., the East or West Room only), please assume availability of one rack. Please note that Distillery Events is not responsible for any lost or stolen items.

**Is there an outside space connected to the venue that we will have access to?**

The semi-private cobblestone patio is included in your booking and is automatically reserved for you should your event fall between May to October (weather permitted). If you have exclusive use of the Whole private dining room, the patio is also exclusively yours. If you have only the East or West Room booked, you will have use of the coinciding patio space with planters dividing your portion from that of the other half. Additional charges and staffing may apply based on your event scope.

**Is any part of the patio tented or heated? If not, could it be?**

We do not have any tents on our patios. You may, however, speak with your Event Specialist in regard to booking tents or heaters. We have some heaters available on-site for rental based on availability.

**Do you charge a ceremony fee, and what does it include?**

Yes, a ceremony fee encompasses the additional planning and on-site coordination required for the service to take place.

The ceremony fee includes a signing table, a pre-set flip of chairs, a welcome/gift table, and indoor easels. Ceremonies that are held indoors, guests will be seated at their tables, and space will be made for a small ceremony at the front of the room. Please speak with your Event Specialist for a rain plan.

**Is there a bridal suite?**

There is no dedicated bridal suite available in any of the spaces.

**What does the venue provide versus what am I expected to bring?****VENUE**

- Wood tables and wood chairs are included with all events
- For a plated dinner, tables are standardly set with Cluny theme napkins, standard cutlery settings, and glassware
- Oversized round table with pedestal base that can act as a welcome table or cake table, champagne cart (pending availability), an easel and menus. If you wish to provide your own menu, please note that menus must be sent to your Event Specialist for copy approval in advance of printing

**CLIENT**

Cluny Bistro has a great deal of existing charm due to the pre-existing ambiance and character of the space, meaning additional decor is not always required.

- You are welcome to bring in candles; however, they must be unscented and enclosed within a heat-resistant holder, where the tip of the flame is 2" below the top of the holder (as required by city fire regulations)
- Florals
- Centerpieces
- Seating chart
- Place cards
- Signing book
- Card/gift box
- Preferred plate ware & and chargers

As we are a historic site with protected buildings, we do not allow any decor items to be tacked, nailed, glued or stuck to the structure, wood, walls, tables or chairs. Helium-filled balloons with no weight, confetti, rose petals and smoke bombs of any sort cannot be used in or around the Distillery District site. A venue clean-up charge may be levied for excessive refuse left behind.

**Is the venue wheelchair accessible?**

Yes, this space is entirely wheelchair accessible.

**Can we take wedding photos in the Distillery District?**

A photo permit is required in order to take pictures within the outdoor areas of the Distillery Historic District. When booking through Distillery Events, a complimentary photo permit of \$250 is included for wedding events.

**STAFFING**

**Is there on-site security?**

No, security is not required for a standard event in Cluny's private dining room.

**How many staff will I have on-site for my event?**

Staffing ratios are determined by our event team, based on previous experience and expertise - and for each form of service.

- Waitstaff are typically calculated at 1 per every row of 12-16 guests
- Bartenders are typically calculated at 1 per every 100 guests
- A minimum of 1 supervisor per event

Please note that quantities may be adjusted based on your style of service.

## **FOOD & BEVERAGE**

### **How do I pick my menu?**

Cluny's private dining event menu has a variety of options ranging from cocktail to plated meals. Our menu is prepared annually for events within the year, and is subject to change at any time. At the moment of the booking, your Event Specialist will guide you through the current menu package for your event.

### **Do you provide food tastings?**

All wedding events have the opportunity to request a tasting. This will be applied to your minimum food and beverage spend. We do not offer tastings for brunch menus.

- You will be tasting your pre-selected menu option
- You are able to pre-select wines at 2oz servings
- Tastings are scheduled to take place four months prior to your event date

Your Event Specialist will be present at the tasting, and available to review the event details and any other questions you may have.

### **How far ahead of the event do you require final menu choices, and dietary restrictions?**

Final guest count, meal selection and all dietary restrictions are due 5 business days prior to your event date.

### **Do you offer a children's menu?**

Yes, and must be pre-ordered and be consistent for all guests 12 and under.

### **Can we bring in a cake?**

In order to bring in a cake, the Client needs to

- Sign an outside food waiver with an ingredient list
- If the Client wishes to take home a portion of the cake at the end of the event, the Client is responsible for providing the box to take it away
- If the Client wishes to bring the cake in earlier than one hour prior to guest arrival, there will be a refrigeration charge
- Please ensure any outside cake has a visible label on the outside of the box, clearly stating the client, event information and venue

Please speak to your Event Specialist for cutting and serving options.

### **Can I bring in any outside food/alcohol?**

No, outside food or alcohol is not permitted at any Cluny events.

### **How does the bar work?**

Host consumption bars are available and charged based on drinks consumed. Wine options are preselected, and charged by the bottle open. Please note that wine bottles are not placed on tables as we offer restaurant style service where your server will pour. Your Event Specialist will work with you on a sample bar estimate, based on

the assumption that each guest will have one drink per hour. This will be prepaid in advance of the event, and any difference on the estimate at the event's conclusion will be invoiced or refunded to the card authorized on file (providing the minimum food and beverage spend has been met).

### **How does coffee & tea service work?**

Drip coffee and tea is included with all plated meals, while specialty coffees are available by request and charged on consumption.

### **Are shots allowed?**

They are not encouraged but is allowed. Please speak to your Event Specialist for more details.

## **AUDIO-VISUAL**

### **Is an audio-visual technician required on-site for my event?**

While a tech is not required, they are recommended based on your event set-up and requirements. Please speak with your Event Specialist for more details.

### **If we do not have live entertainment, what can you accommodate? Can I bring in my own device?**

French-inspired music is played in-house to match the venue's atmosphere; however, should you wish to bring in your own playlist (ex: an iPod/mobile phone), there is a plug-in fee to access the room's sound system.

### **Are there noise concerns?**

We are located in a partially residential area so we are restricted by residential noise bylaws, and also want to ensure that we are keeping our neighbours happy! We are required to keep all noise levels below 70 decibels after 11PM, and any outdoor patio music must be shut off at that time. We will have a supervisor on-site for the duration of each event to assist and monitor the noise levels.

## **VENDORS**

### **Do you have preferred or exclusive vendors?**

Yes, we have both exclusive vendors and preferred vendors. Distillery Events selects vendors that have suitable decor that matches the unique character of our venue, and you can see our [EXCLUSIVE & PREFERRED VENDOR LIST HERE](#). There are no landmarking fees. Please note that for some exclusive vendors, there is a minimum order requirement.

**How early can my vendors have access to the space, and when do they need to be torn down by?**

Vendors can have access to the venue one hour prior to guest arrival. All items must be removed from the venue immediately following your event, or will otherwise be discarded. Please note that Distillery Events cannot be held responsible for items left behind, lost, or misplaced by the client, guests, or vendors. Any item left behind without approval from management will be disposed of, and additional charges may apply. You will have up to one hour following the event for loadout. Please speak with your Event Specialist should your vendor require more time for set-up.

**Do you offer vendor meals?**

Vendors are offered a la carte rates or alternatively, you can also include any vendors in your standard guest count. They can dine in the restaurant's main dining area or in the private dining room. Please note that arrangements need to be made in advance, and are subject to the restaurant service.

**Do you have limitations or restrictions on decor?**

Yes, we do. Helium-filled balloons without weight, confetti, smoke bombs, or flower petals of any sort are not permitted in or around our spaces. For any excessive case of clean-up, there is a fee. Since our historic buildings are protected, we also do not allow any décor items that must be tacked, nailed, glued, or stuck to the structure, wood, walls, tables, or chairs in such a way that will damage the finishes or surfaces.