

Frequently Asked Questions

Congratulations on your engagement! Now it's time to get down to business. We have put together a list of our most frequently asked questions to help you begin planning the wedding of your dreams...

Who is my initial contact?

Lindsay Roles is the contact person for weddings held at the Crowne Plaza Northstar Hotel. Her direct line is 612-436-9351 or you can reach her by e-mail at lindsayroles@cpminneapolis.com.

How do I confirm my booking?

Your booking is confirmed upon receipt of a signed contract.

How much is my catering deposit?

A catering deposit of \$1,000 is due at the time of the contract signing.

May I make partial payments?

Yes, any payments you would like to make throughout the months leading up to the wedding are welcomed.

When is my final payment due?

The final payment is due seven days prior to your wedding date.

What are acceptable forms of payment?

Personal checks, cashier's checks and credit cards are acceptable for the initial deposit. Cashier's checks and credit cards are acceptable for the final payment.

Do you allow outside caterers?

We allow outside caterers for wedding cakes and groom's cakes only. All other food and beverage must be purchased from, prepared and served by the Crowne Plaza Northstar Hotel.

Is gratuity included in the price? If not, what is the percentage of the service charge?

No, gratuity is not included in the price. There is a service charge of 20%.

What are the food and liquor tax percentages?

The food tax percentage is 10.40% and liquor tax percentage is 12.90%.

Is there a set-up and clean-up fee?

No, set-up and clean-up fees are included in the package prices.

When is my final headcount due?

Your final headcount and food split are due 72 hours prior to the wedding date.

Do you provide tasting consultations/food tasting?

Yes, once the contract is signed, we will hold a complimentary food tasting, typically 2 months prior to the wedding date. Up to four entrees may be tasted.

What is the staff to guest ratio?

The staff to guest ratio is 1 staff member per 20 guests when there is a champagne toast or wine pour. Otherwise, the staff to guest ratio is 1 staff member per 30 guests.

Is there an extra charge for bartenders?

There is a \$75 bartender fee only if \$400 in bar revenue is not met. Both host and cash bars count toward this amount.

Do you provide cake cutting/serving services?

Yes, we provide complimentary cake cutting/serving.

Is there a dance floor available?

Yes, a dance floor is available for a fee of \$50.

Are linens, china, glassware, flatware and serving accessories included in the price?

Yes, table linens, china, glassware, flatware and serving accessories are included in the package price.

Do you have Audio/Visual Equipment available?

Yes, we can provide a complete list of equipment and pricing upon request.

Where do my guests park?

Guests may park in the Northstar Ramp that is connected to the hotel.

Is there a charge for parking?

Yes, there is a charge for parking. However, overnight guests receive discounted parking.

Is Valet available?

No, Valet parking is not available.

Do you allow candles to be lit in the reception room?

Yes, as long as the candles are enclosed in glass, we allow as many as you would like.

Do you offer a discount for out of town guests staying at the hotel?

Yes, Lindsay Roles can assist you with room rates, which will vary depending on your wedding date.

What are check-in and check-out times for overnight rooms?

Normal check-in time is 3:00 pm and normal check-out time is 12:00 pm. Early check-ins and late check-outs may be possible depending on business levels.

Are there restrictions on the length of time music may be played?

Music may be played in the Skygarden until 10:00 pm and in the Great Lakes Ballroom until 1:00 am. All music vendors must provide proof of insurance.

Are there restrictions on photography or videotaping?

No, there are no restrictions on photography or videotaping.

Are there any flowers or centerpieces provided?

You may choose to use our complimentary centerpieces consisting of a Gerbera Daisy, of the color of your choice, floating in a lilybowl vase set atop a mirror with three votive candles.

Can we use an outside decorator?

Yes, an outside decorator may be used for your event.

Can my outside decorator/DJ/Band set-up equipment prior to the reception?

Yes, outside vendors may begin setting up any time after 4:00 pm. Vendors may only set-up earlier than 4:00 pm provided that no other event has been booked earlier in the day.

Are chair covers included?

Chair covers are included in the package price for one venue, and may be used for either the ceremony in the Skygarden or the reception in the Great Lakes Ballroom.

Are there time restrictions on my event?

The time slot for an evening wedding reception in the Great Lakes Ballroom is 4:00 pm to 1:00 am and 4:00 pm to 10:00 pm in the outdoor Skygarden. An ending time of 2:00 am in the Great Lakes Ballroom is permitted for an additional \$100.00 rental fee.

Who will be in charge the day of my event?

Tim Henning, our Director of Banquets, will be on-site through dinner service and the Banquet Captain will be available through the duration of your event.

Are children's meals available?

Yes, children's meals are available at half the price of the selected menu for the event. Inquire with Lindsay Roles about children's menu options.

Is Security required for my event?

No, the hotel provides complimentary Building Security.

We are thrilled to work with you! Please let us know if there are any other questions or concerns.