

GOLDEN GLOW BALLROOM

Banquet and Entertainment Facility

F.A.Q

The Golden Glow staff is always here for you, but a lot of your questions can be answered with the Helpful Hints and FAQs sheets. We value our clients and know everyone's time and questions are important so please start here and if for some reason can't find what you are looking for please call us 989-781-2120 option#2 or email us at info@goldenglow.com.

1. How long is the space available for our use?

Our standard event is based on 6 hours of use and with access to the facility the morning of the event starting at 8:00 am.

2. Can we bring in our own alcohol?

No, our facility has a liquor license which prohibits patrons from bringing in their own liquor.

3. Does the Glow provide a DJ service? If we do not choose to use the Golden Glow DJ service, what time can our DJ setup?

Yes, the Golden Glow has a state of the art PA and DJ system that integrates with large screen monitors within the facility. In the event you do not utilize the Glow's DJ then your DJ or band can have access to the facility any time after 8:00 am on the day of your event. We recommend at least 4 hours prior to your event starting.

4. Is security provided?

The Golden Glow provides anywhere from 8 to 15 staff members, depending on the size of your event, to make sure your event is a success!

5. What does your bar package consist of?

For wedding receptions it is a 5 hour open bar by the glass (not punch bowls) with all your pop, juices, mixes, and condiments included. We do however have a few different bar packages so please consult your contract to see which package you chose. We also include set up, clean up, and bar tenders. Another great thing we do at the Glow is allow you to pause your bar. The most convenient time to do so is during dinner service, this is just another way we are trying to save our clients money!

6. Can we decorate and use our own centerpieces?

Yes, although our service includes a selection of centerpieces you can provide your own.

7. Do the bartenders card everyone?

Yes, all guests are carded; Bridal parties included.

8. Do you have liquor liability coverage?

We have the required licensing by the state.

9. How many people does the facility hold?

Between all rooms our facility can hold in excess of 800 people, and is one of the largest seating facilities in the Tri-Cities.

10. Can we smoke?

Yes, but outdoors only.

11. Do we have to pay the full bar price even if some of our guests are not drinking alcohol?

Yes, our prices are calculated on a per-person basis. However, our prices are the lowest in the area!

12. Do we have to pay for children and infants?

Children 5 and under are complimentary and ages 6-12 are half off the food package and only pay for the non-alcoholic beverage package. This discount is limited to 15 children or 10% of your total guest count, whichever is less.

13. Do we have to tip the wait staff and bartenders?

No, this is already added in and is part of your overall services fee.

14. What forms of payment do you accept?

Currently we accept cash, personal checks, money orders, and certified checks. Credit cards are accepted, but a service charge will be applied.



THE TRI-CITIES PREMIER
full service
BANQUET FACILITY

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M-52 and Swan Creek

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- 15. What time do we have to be out of the facility?**
Typically, the events conclude at midnight and personal belongings must be vacated by 12:45. In some cases, with prior written approval, a later timeline can be arranged.
- 16. Who handles setup and clean-up?**
The Golden Glow is a full service banquet facility and provides a standard set up and clean up in the cost of their events.
- 17. Can we bring in our own cake or desserts? If so, can you cut the cake and provide plates and forks?**
Yes, you can bring in your own wedding cake/desserts as long as they are made from an accredited bakery. If cake service is needed there is a small service fee applied. Larger banquets should have two people cutting the cake and 3 people delivering the cake.
- 18. Can we have a dollar dance?**
Yes, the alcohol and shot cups are provided in our gold and platinum wedding bar packages.
- 19. What types of tables and chairs do you have?**
We have round top tables that can seat up to 10 guests per table and have padded chairs. We have standard 6 ft and 8 ft banquet tables for the head table, gift table and dessert table if needed. You can see a picture of our tables and chairs under the gallery on our website.
- 20. How many people can sit at a table?**
As mentioned above, a round top table can seat up to 10 guests. Typically, the tables are set for 10 guests per table.
- 21. How many people can be seated at the head table?**
As many as you would like. We offer many different head table set ups; sweetheart tables, king and queen table, partial bridal party on riser etc.
- 22. Do you have a microphone/background music?**
Yes, we have an overhead speaker system and microphone if needed.
- 23. Can you raise your prices on us?**
Typically, we lock our prices in on the contract. When a contract is signed we will not raise that price. That way you know what exactly you will be paying. However, if you do add additional services to your event the price will increase dependent on those services.
- 24. Can we use our own caterer?**
No, because we are a licensed, full service caterer. Our prices, service and food are superior and cost less when comparing!
- 25. Can we bring snacks in to the facility?**
Yes, if they are a shelf stable product and agreed upon in writing.
- 26. Can I take the food home?**
No, we do not allow any food to leave the premises as it is also a Health Department rule as well. Most of our competitors follow these same rules.
- 27. Can we have colored napkins/tablecloths?**
Yes, and we have a variety of colors to choose from. You can request a color chart from your banquet coordinator.
- 28. How do you verify the number of people we had attend our event?**
We only set for the confirmed head count that was given at the final meeting.
- 29. How many food lines do you run for the buffet and how long does it take to feed people?**
We typically run double food lines, depending on the size of your event. Glow attendants release tables one at a time and it typically takes about 25 to 35 minutes.
- 30. How is my function kept separate from the restaurant?**
The restaurant has separate entrances on the East and South East side of the building and also has separate bathrooms. The banquet and restaurant areas are also separated by walled partitions with soundproofing.

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31. Are there private bridal rooms?

Yes, both Ballroom A and Ballroom B have private Bridal Lounge/Private Restroom.

32. Does your staff wear uniforms?

Yes, they wear formal attire including white shirts with black ties, black vests, black pants and black shoes.

33. Do you have food tastings?

We do two (2) bridal showcases each year to serve as the food tastings. At the shows our clients get a chance to try several items including two (2) complimentary beverages. The shows also provide our clients a great opportunity to see what centerpieces, linens and décor we have. You'll also get a chance to visit with our preferred vendors as well. Our shows are typically in March and August, but all the information regarding our shows can be found on our website under upcoming events.

34. When do we need to make payments?

After your initial \$750 deposit, \$1,000 is due six (6) months before your event. The next payment is three (3) weeks before the event and that amount is 1/2 of the balance of the event. The final payment is to be paid in full no later than seven (7) days before your event. If for any reason the payment is after that seven (7) days, cash will be the only accepted form of payment.

35. When is the first contact from the Glow staff?

Typically six (6) months before your event you will be contacted by a member of the team. They will let you know that your next deposit of \$1,000 is due and see if there is anything that they can do for you. After that the next contact will be about six (6) weeks before your event. That contact will be to inform you of your submittal being due and your 1st invoice will be coming soon. From here a meeting will be scheduled to discuss the event and make any changes necessary. Ten days prior to your event you are contacted to make sure no other changes are needed and then the final invoice is sent out. If a final meeting is needed then it is scheduled for the week before the event.

36. What is the banquet submittal?

The banquet submittal is a form that is given to you at the time of your booking. The form can also be found online at www.goldenglow.com under events. It is a very detailed form that consists of fill in the blank and drop down menus. This form is very important and helps us pull off a successful event, so please pay careful attention to the answers given. Our accounting team also uses this form to complete your invoices.

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EVENT DETAILS
PHONE: 989-781-2120 | FAX: 989-671-6698

Banquet/Contract Name: _____ Phone: _____
Submitted by: _____ Email: _____

TYPE OF EVENT

<input type="checkbox"/> Anniversary Party	<input type="checkbox"/> Christmas/Holiday Party	<input type="checkbox"/> Prom
<input type="checkbox"/> Athletic Banquet	<input type="checkbox"/> Dance	<input type="checkbox"/> Rehearsal Dinner
<input type="checkbox"/> Baby Shower	<input type="checkbox"/> Fund-raiser	<input type="checkbox"/> Restaurant
<input type="checkbox"/> Bar/Bat Mitzvahs	<input type="checkbox"/> Glow Sponsored Event	<input type="checkbox"/> Retirement Party
<input type="checkbox"/> Bridal Shower	<input type="checkbox"/> Glow Show	<input type="checkbox"/> Reunion
<input type="checkbox"/> Birthdays Party	<input type="checkbox"/> Graduation	<input type="checkbox"/> School Events
<input type="checkbox"/> Breasement	<input type="checkbox"/> Homecoming	<input type="checkbox"/> Trade Show
<input type="checkbox"/> Business Meeting	<input type="checkbox"/> Limo Service	<input type="checkbox"/> Wedding Reception
<input type="checkbox"/> Ceremony	<input type="checkbox"/> Meeting	<input type="checkbox"/> Wedding Shower
<input type="checkbox"/> Community/Social Events	<input type="checkbox"/> Other	
<input type="checkbox"/> Foreman Room	<input type="checkbox"/> Veranda	
<input type="checkbox"/> Banquet A	<input type="checkbox"/> Restaurant	
<input type="checkbox"/> Banquet B	<input type="checkbox"/> Glow Garden	
<input type="checkbox"/> Banquet A & B		

Date of Event: _____ Bar Open (time): _____
Head Count: _____ Bar Close (time): _____
No. At Head Table: Yes No Toast & Prayer (time): _____
Assigned Seating: Yes No Dinner Served (time): _____
Reserved Family Table: Yes No Cut Cake at (time): _____
Doors Open (time): _____ First Names for LED Sign: _____ and _____
Photo for LED sign - _____
Please email photo to Banquet Coordinator

Special Event Notes: _____