

BRISTOL HARBOUR SPECIAL EVENTS FAQs

Bristol Harbour would be honored to host your next meeting or special event.

Please contact our Events Team if you have any additional questions that are not covered below.

Q: Is a deposit required to book my event at Bristol Harbour?

A: Yes, a deposit of 50% of the estimated event cost is required to hold the banquet space and date for your event. The deposit will be retained in the event of cancellation.

Q: What is the cancellation policy?

A: Written notification of your cancellation is required 30 days prior to the scheduled arrival date or an invoice for the event in its entirety will be issued.

Q: When is my final payment due?

Final payment for all charges and unpaid balances is due 21 days prior to your event. A valid credit card will be kept on file for incidentals.

Q: Is gratuity required?

A: Yes, a 15% Gratuity is added to all Food & Beverage throughout your celebration, including rehearsal dinner/welcome party, bridal suite, reception, late night snack, and farewell brunch. The 15% gratuity is given entirely to wait staff who service your event.

Q: What types of payment are accepted for deposits and payments at Bristol Harbour?

A: PLEASE NOTE THAT BRISTOL HARBOUR IS A CASHLESS FACILITY. A personal check or bank cashier check is accepted for payment of deposits and final payments. Your on-site guests may pay for their accommodations with Visa, MasterCard, Discover, or American Express. We ask that you please notify your guests in advance that cash is not accepted for payment anywhere in the facility.

Q: When are my menu selections due?

A: Final menu selections are due 21 days prior to your event date.

Q: When are my final guest counts due?

A: Final guest counts are due 21 days prior to your event date.

Q: Do you offer on-site accommodations for overnight guests, and will I receive a block of rooms?

A: Yes, Bristol Harbour has a 31-room, on-site Inn located adjacent to our Main building that can accommodate your overnight and out-of-town guests. All hotel blocks require a 50% deposit.

Q: May I use outside caterers, food trucks, or other food and beverage vendors?

A: In accordance with New York State laws, all food and beverage must be provided by Bristol Harbour.



Q: Is there on-site parking?

A: Yes, there is a large, complimentary parking lot in front of the Main building, and a complimentary parking lot adjacent to the Inn building for overnight guests. We do not offer valet service.

Q: May I arrange for entertainment?

A: You may arrange for your own entertainment. Management reserves the right to limit the volume of your entertainment to acceptable levels and hours. Due to the Town of Canandaigua ordinance, all musical entertainment must end no later than 12 am in our Bristol Room and 11 pm. in our Seneca Ballroom.

Any special requirements for receiving or setting up of displays, decorations, floral arrangements, computers, etc., should be discussed with the Events Team in advance.

No material or decorations may be attached to walls, wood trim, or the ceilings by nails, pins, staples, tape or glue.

Candle floral arrangements must be approved in advance. If using candles, the flame must be contained.

Fireworks, sparklers, sky lanterns, or pyrotechnics of any kind are not permitted on Bristol Harbour property.



THINGS TO CONSIDER

Our experienced Events Team has compiled this list to assist you in creating the perfect experience for your guests at Bristol Harbour

TRANSPORTATION FOR YOUR GUESTS

Due to our location, taxis and ride-shares are not available. *We strongly recommend that you arrange professional transportation services for your out of town guests staying at off-site locations, to ensure they are able to return to their off-site accommodations safely and easily at the conclusion of your event.* Bristol Harbour does not provide transportation services of any type.

LATE NIGHT FOOD FOR YOUR GUESTS

We strongly recommend that you provide at least one selection from our Late Night Snack menu for your guests, as our Restaurant dinner services ends at 10 pm and there are no other dining options available on-site after that time. Due to our location, delivery service is not available from off-site facilities.

PAYMENT AT THE FACILITY

BRISTOL HARBOUR IS A CASHLESS FACILITY. Credit cards are accepted for payment throughout the facility. In order to ensure your guests are able to enjoy our facility before, during, and after your celebration, *we ask that you please inform your guests prior to attending that all on-site purchases must be made by credit card.*

AFTER HOURS ASSISTANCE

Our Front Desk closes overnight (closing time varies dependent on day/season). We offer round the clock guest services for our hotel when the Front Desk attendant has left: call **(585) 396-2200, option 3, then option 1** to reach our on-site property services manager. We are happy to assist 24 hours a day, 7 days a week.

