

# Guest Booking Procedures - 2017

Thank you for your interest in booking an event with The Seminary of Immaculate Conception. We have outlined the booking procedure below in an effort to help you with your planning process.

## Before you make a reservation:

- Have your date in mind and have 1-2 back up dates.
- Have a sense of your estimated headcount
- Give thought to your schedule and room needs.
- Download Group Request Form from our website or call to request the form.

## When you call:

- We are happy to let you know if the dates you want are available, but please note that does not constitute a reservation.
- We will explore options with you and send you a Group Request Form via email.

## You receive the Group Request Form

- You must fill out the form completely. This may require speaking with your group's spiritual director or committee. Incomplete forms will not be considered.
- Send us back the completed form. (email is preferred, but fax is fine too.) for email: [rehnstedt@icseminary.edu](mailto:rehnstedt@icseminary.edu) or [kgarcia@icseminary.edu](mailto:kgarcia@icseminary.edu) fax 631.423.2346
  - If you fax the form, please follow up to ensure it transmitted.
- We will review the form and if necessary submit to the Vice Rector for further review.
- Once your event has been approved, we will enter it into our database and you will receive your confirmation letter/estimate and welcome kit.

## You received your confirmation packet:

- Review everything carefully. Make sure all of the information agrees with your plans and notes.
- Sign the Confirmation and Estimate.
- Review and sign the Guidelines
- Review and initial any room set up diagrams or other materials provided to you.
- Make copies for yourself and send us (preferably via email) your signed copies of documents.
- Mail us your deposit check

## We have received your signed confirmation and deposit

- Your event is now confirmed and booked with your non-refundable deposit.
- You should contact your insurance provider to obtain the necessary liability certificate.
- Set up any walk-through you might want to have between 2-4 weeks prior to your event. Walk-throughs must be scheduled with 1 week advance notice, should be no more than 4 people and should take about 1 hour.
- Plan your event and be sure to send us headcounts, schedules, special dietary needs no later than 14 business days prior to your event.

**As your event approaches:**

- Stay in touch with us about any changes to details of your event.
- Prepare your name tags or alert us if you will not be able to provide your group with name badges.
- Be sure that we have any last minute a/v requests from you no later than 14 business days prior to your event and supply the A/V deposit. Also, alert your speakers that they should bring all presentations on flash drives in the event of technology challenges.

**When you arrive:**

- Check in with the Guest Services department in the Reception Office.
- Walk through your spaces with a team member to ensure that you have all you requested and that your registration table is set up where agreed.
- Guest Services will provide you with keys and with group identifier badges if you did not provide. All keys and all badges MUST be returned upon checkout.
- Set up a time with the Guest Master to do your orientation talk (usually during your first group meeting).
- Set up your event, get comfortable in your rooms and familiar with the building, you will have a wonderful event!

**During your stay:**

- Guest Masters are available most days from 7:30am-10pm and regular staff are in the Guest Services Office from 8:30pm - 4:30pm most days.
- If you are in a meeting space or in the residence area, just pick up a red phone at the end of the hallways and dial 100 to reach the Guest Services Department.
- You can also stop in and let us know if there is anything you need.
- Guest Masters will check on your group periodically throughout the day and at meal times.
- Please observe your mealtimes. Late food service is not guaranteed.
- Please observe your chapel times. If you need help preparing for a service, please let Guest Services know and we can set it up for your priest or help them in the sacristy.
- Please ensure your guests are always wearing their badges.
- Please build in time for your guests to enjoy our grounds and library, they are available to you for prayer, reading, hiking, etc.

**When you depart:**

- Please have your guests put their sheets and towels in their pillow case and drop in front of their door no later than 9am.
- Standard check out is 11am or lunch time. If you have arranged permission to stay later, you may bring luggage down to the Guest Services office where they can arrange to store it until your group is ready to leave.
- A Guest Master will collect all your AV and verify that it has been checked back in.
- Group leaders MUST return all Keys, Badges and other items to Guest Services before departing.
- The Guest Master can make a note of any future dates you may wish to look at and will present your new inquiry to the Guest Services Coordinator for follow-up.
- Your invoice will be emailed to you along with an electronic questionnaire.