

Frequently Asked Questions



Photo: Daniel & Valentina

FAQ

Accommodation & Venue

Q: What time is check-in for guests?

Guests check-ins are from 15.00 up to 20.00, different hours should be notified in advance. The reception desk is situated at the restaurant.

Q: Can the bride and groom and their parents arrive before the guests check in time or one day before?

The bride and groom and a maximum of 6 more guests may arrive in the venue from 10.00 am of the check-in day. The possibility of arriving one day before guests check-ins is not always possible, this request should be submitted far in advance and it is not guaranteed.

Q: Who decides how to allocate guests in the apartments?

It is the bride and groom's responsibility to decide how to allocate their guests in the apartments. The venue will send diagrams to the couple of the apartments layouts and a Guests Accommodation List that should be completed one month before the wedding day.

Q: If the bride and groom are not paying for the guest accommodation, how do guests pay for their own reservation?

It is the couples responsibility to collect payment from the guests and make the complete payment 8 weeks before the wedding date.

FAQ

Q: What if our guest numbers decrease?

La Dogana allows a 10% attrition rate decrease in booked guest numbers up to two months before the wedding date, after this date there will be no refund regardless of your actual attendance. See below “Contract & Payment” section.

Q: Is there any extra cost in the accommodation to be considered?

The only extra cost is heating (normally used only in the months of April and October) that is payed by consumption.

Q: Are there staff apartments available for musicians or other service providers should they need to stay over night?

Up to 50 guests there is an apartment for a total of 3 guests for staff available at the price of €50 for the night for the entire apartment. In case of more then 50 guests this option may not be available, and alternative accommodation should be booked.

FAQ

Catering Food & Beverage

Q: May we bring in an outside caterer?

With the exception of the cake and the open bar, we do not allow outside catering to be brought in.

Q: May we bring our own alcohol?

We do not allow to bring your own alcohol, couples must choose whether to take the open bar service or to continue with the house wines (calculated by bottle consumed the day after the event).

Q: Does La Dogana Catering provide a wedding cake?

We do not provide a wedding cake, but we have a list of local wedding cake suppliers. The fee of serving the wedding cake is already included in the wedding reception price.

Q: May we choose different wines for the wedding menu which are not the house wines?

It is possible to choose different wines but they will be calculated as an extra depending on the wine selected. It is on the bride and groom's responsibility to choose the number of bottles to buy.

FAQ

Q: What style of mis-en-place is included in the wedding reception package?

We include: glass flûte, water and wine crystal glasses, steel cutlery, imperial tables, table cloth, matching napkins, porcelain dishes and white Napoleon chairs with white cushions.

Q: Does the open service supplier includes non alcoholic drinks?

Yes. Our open bar supplier includes in the price soft drinks and non-alcoholic drinks.

Q: What type of glasses does the open bar supplier use?

The glasses included in our supplier open bar package are in strong plastic, if couples would like glass or crystal glasses there is an additional fee per guest to be calculated.

FAQ

Programs & Facilities

Q: What is the timing for my wedding?

Religious ceremonies start at 15.00, civil as well as symbolic ceremonies, depending on the season, start at 15.30, 16.30 or 17.30. Dinner starts around 19.00.

Q: Until what hour is music permitted? There are in general any restriction?

We do not have any deadline for music, however after 12.00 am there is a mandatory fee of €100 per hour for security staff. A further music fee may be applied by music equipment and music professionals.

Q: Until what hour is the bar service opened?

The bar service remains included in the price until the party is over.

Q: How much time is allowed for set-up and clean-up?

If couples bring their own deco all items must be brought on the selected area the morning of the event at 09.00. All items must be removed / picked-up by 12.00 PM the day after your event, unless other arrangements are agreed upon prior to the event.

Q: Is wedding planning included in the package ?

Since we are the venue and caterer, the wedding planning service is an extra fee. Send us your wedding enquiry for prices and details.

Q. Do we need to choose wedding services that are exclusive to the venue?

None of our suppliers is exclusive.

FAQ

Contract & Payments

Q: Can couples hold the date for a certain period of time?

We do not hold dates on a tentative basis. The venue will be considered booked when the booking contract is signed and deposit paid.

Q: What is the payment schedule?

- An initial non refundable payment is due to reserve the date: €1.000 for the catering and €1.000 for the accommodation.
- The final payment both for accommodation and catering is due 8 weeks before the wedding day.

Q: Is there a security deposit?

We do not ask for a security deposit, in the contract the couple commit to pay for any damage caused by them or their guests in the venue during their staying.

Q: What if my final guests number changes?

La Dogana allows a 10% attrition rate until two months before the wedding date, after this date there will be no refund regardless of your actual attendance. The guests number may increase up to one month before the event.

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