

FAQ: Planning & Timing



What is your recommendation for my wedding ceremony start time?

If you are holding your ceremony at Carmen's, we recommend that you start at 4:00pm for the convenience of your guests. If you are holding your ceremony at another location, please take into consideration the time needed for travel and photography.

What time does my reception begin?

Your reception will begin at 5:00pm with cocktail hour and dinner to follow.

When do I meet with my wedding planner to arrange my menu, décor and timing?

Your wedding planner will contact you to set up an appointment approximately three months prior to your wedding day. At this time you will work with your planner to choose the details of your wedding and ask any outstanding questions that you may have. In the meantime, please make yourself familiar with the décor centre and the most up-to-date version of your package's menu at carmens.com/planning.

Will I be choosing my menu and décor from the sample menus and décor options found on the website and presented during my initial sales appointment?

Carmen's is committed to staying current with the latest décor, food and beverage trends. The options published on our website are subject to change due to the long term nature of planning a wedding. Our product innovations are designed to enhance the wedding experience

for you and your guests while maintaining the key components of your chosen package.

When are we expected to leave the building?

At 1:00am Carmen's will close the bar, slowly turn up the lights and provide you and your guests with ample time to mingle after the wedding and gather your belongings.

Where can I keep my belongings during the duration of the wedding?

You can leave your belongings in your dedicated bridal suite. Each suite is appointed with a safe, garment rack and a locking door providing safe storage from your arrival until 1:00am.

Can I leave my items overnight at Carmen's in the bridal suite or in storage?

Carmen's is consistently booked with weddings every weekend. To ensure their safe keeping, all of your personal items must be removed from Carmen's at the end of the night. Our staff will be happy to assist you in loading your belongings. Carmen's is not responsible for any items left or lost on our premises.

Find Out More

carmens.com/planning
planning@carmens.com
905-387-9490

FAQ: Menu & Special Meals



How do I choose my menu?

Each wedding package comes with a preset menu format with a variety of options for each course. The most up-to-date version of these options will be available online for your review and consideration, but are subject to seasonal changes. You will establish your selection during an appointment with your wedding planner approximately three months prior to your wedding day and attend a sample tasting shortly after to verify your choices.

Can I upgrade to another menu item that is not included in my package?

We are happy to substitute or add to your menu with items from other packages or from our list of enhanced and signature items based on our latest culinary developments and industry trends. Please note that menu changes are subject to additional costs.

Can we take leftover food home?

Due to Health Department regulations, Carmen's cannot allow any cooked food products to leave our premises.

Can we bring in our own food items for our late night buffet?

Carmen's will allow you to supply your own cookies and baked goods (maximum of 12 trays that must arrive ready to serve) to be set up as part of your receiving and/or late night buffet. Due to health department regulations, we do not allow any cooked or perishable items to be supplied by our customers. Carmen's offers many menu enhancements that can be added to your late night buffet.

Where is my late night buffet set up?

The late night buffet is set up in the foyer.

What are the special meals that Carmen's can accommodate?

Special meals include alternative menu items for those guests that are vegetarian, vegan, celiac and diabetic or who have food allergies.

How do I determine if my guests have special meal requests?

Be sure to indicate on your invitations and reply cards that you would like to know if your guests have allergies or special meal requests.

How do I let Carmen's know which guests will need special meals?

Please indicate the table assignment of guests requiring special meal on the chart that accompanies your floor plan which is due 2 weeks prior to your wedding.

How do I know what special meals my guests will receive?

Like our standard menus, our special meals undergo frequent innovation and seasonal changes. Your wedding planner will be able to inform you of the most current special meals during your wedding consultation.

Can you accommodate dietary restrictions based off of religious beliefs?

We are willing to make substitutions within the parameters of the package to accommodate individual restrictions (i.e. chicken in lieu of pork). Restrictions that require the purchase of specialty menu items, such as halal and kosher meals, will be subject to additional fees.

FAQ: Bar



My wedding includes a host bar. What does this mean?

At Carmen's a host bar allows your guests to enjoy the variety of alcoholic beverages included in your wedding package. This service is included in the price per person and presents no cost to your guests. In order to ensure the safety and enjoyment of your guests our Smart Serve bartenders provide guests with a maximum of two alcoholic beverages per visit to the bar and may restrict service to guests that show signs of intoxication.

What time does the bar close?

The bar stays open from the start of the cocktail hour at 5:00pm until 1:00am and remains open during dinner service.

Can the bar stay open later than 1:00am?

Carmen's can extend the bar until 2:00am at an additional charge of \$5.00 per half hour. In order to comply with the AGCO, Carmen's is not able to serve alcohol past 2:00am.

Can I change or enhance the bar selection?

We are happy to substitute or add to your selection and offer a variety of bar enhancements at an additional cost.

Can I supply my own alcohol?


Carmen's is permitted to serve wine provided

by our clients when a corkage/handling fee is applied. Carmen's charges \$10.00 per 750ml bottle of wine. It is against AGCO regulations to allow other types of alcoholic beverages to be supplied by the client.

Find Out More

carmens.com/planning
planning@carmens.com
905-387-9490

FAQ: Sample Tasting



When do we schedule the sample tasting?

Your sample tasting date and time will be scheduled at your wedding consultation.

When does my sample tasting take place?

Your sample tasting will take place approximately 1- 2 months before your wedding date.

What is the purpose of the sample tasting?

The purpose of the tasting is to verify the menu you have chosen and to provide feedback on how we can enhance the experience for you and your guests.

Can I change the date or pick the day of the sample tasting?

Due to the volume of events at Carmen's and the preparation required for a sample tasting, we are not able to accommodate date changes. If you are unable to attend your scheduled sample tasting, we recommend that you send a representative in your place.

Can I bring extra guests?

Yes, you are permitted to bring extra guests to the sample tasting at a cost of \$60.00 per person plus HST. Additional guests must be confirmed in advance of the actual sample tasting date. This total will be added to your final billing.

Can I make menu changes at the sample tasting?

Yes, the sample tasting is your opportunity to finalize your menu with your wedding planner and representatives from the Carmen's sales team.

Can I enhance my menu during the sample tasting?

Yes, a variety of food and beverage enhancements will be available for sampling and selection.

Find Out More

carmens.com/planning
planning@carmens.com
905-387-9490

FAQ: Wedding Cake



Can I supply my own wedding cake, and if I do is there cake cutting fee?

You are welcome to supply your own wedding cake and Carmen's will cut and serve the wedding cake at no additional charge if a late night buffet is included as part of your package. If there is no late night buffet included in your package, an additional charge will apply to cover the service labor, cutlery, plates and napkins. Your wedding cake must arrive on your wedding day between 12:00 – 3:00pm. It is your responsibility to arrange the delivery and setup of the cake with your bakery and provide Carmen's with their contact information.

The wedding cake is included in my package. What does my wedding cake look like and what flavor is it?

The wedding cake that is included in your package consists of three separate tiers of white sponge cake accompanied by butter cream icing and filling.

Are there other wedding cake options to choose from?

We are happy to offer a variety of sponge, icing, arrangement, and design options for your wedding cake.

Find Out More

carmens.com/planning
planning@carmens.com
905-387-9490

FAQ: C Hotel by Carmen's



Where is the hotel located and what address do I use on my invitations?

The hotel is located on the same property as Carmen's, to the rear of our main building. The following information can be placed on your invitations:

C Hotel by Carmen's
1530 Stone Church Road East
Hamilton, Ontario
Reservations: 905-381-9898

What type of rooms are available at the C hotel by Carmen's?

There are six different room styles:

- Standard King Suite
- Double Queen Suite
- Grand King Suite
- Platinum Jacuzzi Suite
- Deluxe One Bedroom
- Two Bedroom Extended Stay Suite

Can I block off rooms for guests who may wish to stay at the hotel for my wedding?

The C Hotel by Carmen's is not designed to accommodate room blocks due to a limited number of rooms and the combination of varying room styles on each floor. All rooms are booked on a first come first served basis, so encourage your guests to book early!

What time can we check in or can we have an early check-in?

Check-in is at 3:00 pm. An earlier check-in can be requested but not guaranteed until the actual day of your stay.

What time is check out?

Check-out is at 11:00 am.

Do my guests receive a discounted rate?

When your guests call to reserve a room at the C Hotel by Carmen's, they will need to inform the reservation agent of the last names of the couple and their wedding date. This will entitle your guest to a complimentary 10% discount off of our best available rate for the room style of their choice.

What other important details should I know about the C Hotel by Carmen's?

- Our hotel is 100% smoke free. However, designated outdoor smoking areas are available.
- Unfortunately, our hotel is not pet friendly. However, overnight pet accommodations are available close by at PetSmart
- We offer a 24/7 Sundry Area. Wine and beer is available for purchase between 11:00am – 2:00am
- We accept Visa®, MasterCard® & Amex®
- Our hotel is under 24/7 security surveillance
- There is a front desk agent on duty 24/7

Find Out More

carmenshotel.com
info@carmenshotel.com
905-381-9898

FAQ: Baci Ristorante



Where is Baci Ristorante located?

It is located off of the lobby of the Best Western Premier C Hotel at 1530 Stone Church Road East.

Can I book any special occasions at Baci?

Yes, Baci Ristorante is the perfect location for a rehearsal party, engagement party, an intimate shower, a night out with friends, an intimate communion or baptism or any other reason you may have to celebrate.

Can I create a preset menu for my special event at Baci?

Reservations can be made at the restaurant for groups of 12 to 30 by calling 905-381-9811.

If I have a ceremony at the hotel can my guests have a drink at Baci?

Yes, Baci Ristorante will be open for the convenience of your guests between the ceremony and reception.

Can my bill from Baci be added to my Carmen's wedding bill?

Any expenses incurred at Baci Ristorante must be paid independently.

What time does Baci close?

Baci closes at 9:00 pm Monday to Thursday and 11:00 pm on Friday & Saturday nights.

Find Out More

baciristorante.ca
info@baciristorante.ca
905-381-9811