

POLICIES & FAQs

Exceptions may be granted at the discretion of the Event Coordinator.

BOOKING/DEPOSIT

A \$350 deposit is required at the time of booking. The deposit is fully refundable up to 30 days prior to the event. At 30 days, the deposit becomes nonrefundable/nontransferable and will be forfeited to Cantoro if event is cancelled. Should you book an event within 30 days of the event date, the deposit is nonrefundable/nontransferable. Personal checks are not accepted for deposits or final payment.

ROOM RENTAL

The rental fee for the Cantina and Large Mezzanine is \$350. The rental fee for the Full Mezzanine is \$600. The rental fee for an entire day in either the Cantina or Large/Full Mezzanine is an additional \$2000. Outside food and beverage is not allowed and all events are required to purchase both food and beverage from Cantoro through the Event Coordinator. Cocktail only events are prohibited.

Room rental fees include your choice of black or white linen, set-up/break down of space, place settings, glassware and flatware.

HOURS OF OPERATION

Maximum rental time is 5 hours.

Monday-Saturday Lunch: 11am and later. Must vacate space by 3:30pm.

Tuesday-Saturday Dinner: 6pm and later. The latest any event can occupy a space is 11:30pm.

Sundays: 11am or later. Must vacate space by 4:30pm.

PRICING

The entire cost of the event will be food, beverage, 20% gratuity (paid entirely to Banquet Staff), 6% sales tax, the room rental fee, and any other fees you incur (Chef Carving Station, Cash Bartender Fee, etc.). Fees are not subject to tax and gratuity. 10 business days prior to the event date, a nonrefundable/nontransferable 25% down payment is required. All remaining balances are due the day of the event.

PAYMENT OPTIONS

Cash, credit cards, and debit cards are acceptable forms of payment for deposits and final payment. Personal checks are not accepted. Only Cantoro issued gift cards are acceptable; all other gift cards will be declined as a payment option.

EVENT DEADLINE

The guaranteed headcount, menu selections, room set-up and all other details, as well as a nonrefundable/nontransferable 25% down payment, are due to the Event Coordinator 10 business days prior to event date. Exceptions are allowed by discretion of Event Coordinator. Events booked less than 14 days prior to the event will be required to give guaranteed headcount, menu selections, etc. on the agreed upon deadline, no exceptions.

Once a guaranteed headcount has been provided, the number will not be decreased for any reason; however, last minute additions can be made up to 48 hours prior to the event. You will be charged for the amount of the guaranteed headcount even if fewer guests show. Any food not consumed due to cancellations or no-shows will be boxed to-go and provided to the host upon request.

MENU SELECTIONS

For a Strolling Dinner, orders must be placed for at least 75% of guests count, unless noted. We do not provide butler service; appetizers will be displayed as stations throughout the space.

For a Buffet or Family Style Dinner, orders must be placed for 100% of guest count.

Entrée counts for individually plated dinners must be provided to the Event Coordinator 10 business days in advance. You may provide your guests a selection of three proteins to choose from; however, the soup or salad course and pasta course will be the same for all guests **** (exceptions below) ****. Place cards that include guest name and entrée choice must be provided for Plated Dinners. Failure to provide place cards will result in a \$20 fee being added to your final bill.

****DIETARY RESTRICTIONS****

Cantoro strongly recommends adding a “dietary restrictions” line to RSVPs. Any additional meals provided the day of the event to accommodate dietary issues will result in additional charges. We can accommodate vegetarian, vegan, gluten-free, and most allergies if advance notice is provided. All Plated Dinners can be altered to be gluten free, including pastas. A separate menu will be provided for vegan, vegetarian, and other allergies. Please be aware that our facility is not allergen free. Individuals with severe, life-threatening allergies are encouraged to bring an allergen free meal that will be heated in a clean microwave, tightly wrapped, and will not come into contact with any utensils, pans, etc. from our kitchens.

DECORATING

Clients who do not book a space for the entire day will be allotted 1.5 hours prior to guest arrival for decorating.

Glitter and confetti are prohibited items. Balloon arches are allowed; however, they **MUST** be removed from our property and cannot be left at our dumpster. A \$200 clean up fee will be added to your bill if you disregard these policies. Tapered candles are not allowed; other candles are allowed as long as they are enclosed in glass. No real flames are allowed on the floor.

Any items left behind will not be the responsibility of Cantoro. Please take all items of value with you when you leave the building.

All third-party vendor items must be picked up at the conclusion of the event.

WEDDING FAQs

- Cantoro strongly recommends an Entire Day rental for events that entail extensive decorating or third-party vendors. The Entire Day rental fee is an additional \$2000.
- To rent the Cantina for a ceremony only, a \$2000 fee is required as well as booking the Large Mezzanine for the reception.
- We do not offer Day-of Wedding Coordinator services.
- We do not have a bridal suite or place to get prepared, other than public restrooms.
- If you purchase your cake from another bakery, there will be a \$2/person cake cutting fee. This fee is waived if you purchase your cake from Cantoro through the Event Coordinator. Cake tastings can be coordinated with food tastings through the Event Coordinator.
- Complimentary food tastings are offered to a bride and groom only, after booking a reception date.
- Champagne toast cost is determined by the champagne purchased.
- Third-party vendors must contact the Event Coordinator to scheduled delivery and set-up times.
- Third party vendor drop off can only happen at the designated times. We do not allow day before drop off. Vendors who have not contacted the Event Coordinator may be turned away and told to return at a later time.
- We do not store cakes from other bakeries. Cakes must be dropped off at the designated time and will be displayed from that point forward. Cakes delivered early may turned away and told to return at a later time.
- We do not store flowers. Flowers must be delivered at the designated time and will be displayed from that point forward. Flowers delivered early may be turned away and told to return at a later time.
- Third party vendor items and all decorations must be removed at the end of the event. Cantoro is not responsible for items left behind.
- DJ /dancing is not allowed in the Cantina other than traditional wedding dances: Bride & Groom, Mother & Son, Father & Daughter.
- DJ/dancing is allowed on the Mezzanine in the designated area. Music volume must respect the multiple businesses operating: market, restaurant, and banquet facility. Vulgar music is prohibited.