



Sterling Country Club at Houston National
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There are many questions that will come up during the planning process. We are here to guide you as best we can and try to ask all of the questions that we can think of to create the vision and package for your event. Below are a few most commonly asked questions that may help you along the way. If there are other questions you have that aren't answered here or need a bit more clarity, please feel free to call or email us so that we can help.

<u>Question</u>	<u>Answer</u>
What is included with the room rental?	<i>Tables, chairs, standard table cloths, staff, set up and any other prepurchased packages and services are included.</i>
Do I get a discount if I am a member of SCC?	<i>Good news...YES! SCC social members receive a 10% discount, Golf members receive a 25% discount and Founding members only pay a set up/service fee instead of the room rental rate.</i>
What is required to book the event and secure the date/time?	<i>Only a \$1500 deposit and the signed and completed contract.</i>
Once my contract is signed, does that mean that I can't make any changes?	<i>Not at all. We know that the head count, quantities and other things may change along the way and will stay in communication to keep things updated. The main pupose of the contract is to secure the date and time and to check the technical liability boxes.</i>
How long do I get the room when I book it?	<i>The rooms book for a 4 hour event window. There is some time allowed before the event for final touches and décor.</i>
What happens if my event runs over?	<i>We get it...no one wants a good party to end. But, our staff does plan around their scheduled shift and there may be other parties booked after yours. So, if the party spills over past the scheduled end time, there is a \$250 per hour fee that will automatically be added to your event as well as 20% gratuity on top of that fee.</i>
Do I have access to the entire club with my event booking?	<i>There may be situations where we will preapprove access to other areas other than your rented space for the event. However, we ask that you contain the guests and party to your reserved area and to please be respectful to the members and "members only" areas and that you do not leave children unattended.</i>
Am I able to bring in my own decorations and/or hire a decorator?	<i>Most definitely. We provide some basics but want you to bring in things to add that personal touch to make the event feel even more special and yours.</i>
How much time do I get to decorate and add my final touch?	<i>We bring the staff in to start getting your event set up about two and half hours prior to the start time. You will be able to have access to the room to add your final touches up to two hours (note...you will be working along side the staff while they are setting up). If you are wanting or needing more time than that, you may purchase additional time for set up by the hour.</i>

Can I buy extra set up time?	<i>Absolutely. Additional set up hours (Early Set Up Convenience Fee) can be purchased. See Room and Other Fees form for pricing.</i>
Am I responsible for cleaning the room after the event?	<i>Not to worry...our staff is here to take care of that for you as well. Once the event is over, the only thing you need to take care of is pack and load up what you brought and/or what you would like to take with you and getting home safely.</i>
Is the staff available to help me unload or load items?	<i>While there are some times where they may have a free minute in between tasks, their priority is to get the event set up and ready to go on time. They are scheduled with just enough time to do that and have a small break before the event starts.</i>
Is security required?	<i>Security may be required. This will be determined by the staff based on several factors including but not limited to size of event, type of event, time of event, etc.</i>
When are payments due?	<i>An initial amount of \$1500 is required to book your event. Once that is paid we will invoice you no later than 5 days after your event is held. The remaining balance is due no later than 7 days after your invoice is received.</i>
How is gratuity applied?	<i>There is an automatic 20% gratuity applied and added to every event and may also be applied to bar tabs as well. The staff works very hard to set up, take care of you and your guests and clean up. The 20% is applied to the subtotal before any taxes or discounts are applied.</i>
When do I need to turn in the final guest count number (RSVP)?	<i>Final guest count is due no later than 10 days prior to the event date to make sure that we have enough time to order and prepare all that you want.</i>
When do I have to make my food selections by?	<i>The sooner the better as it can impact and be a budget factor. But it's not absolutely required until 14 days prior to your event.</i>
What if I don't see what I want on the current menu?	<i>We have an amazing and creative executive chef and staff on property that can prepare just about anything. If you don't see something on the menu that you'd like or would like to customize what you do see, we will be more than happy to work with you to make it happen.</i>
Do I get to taste any of the food prior to the event to help me decide?	<i>You sure do. A complimentary tasting can be scheduled (once you've booked your event) to figure out what you would like. Not sure if you want to book yet but would still like a tasting...not a problem...there is a fee, but we will be happy to schedule one. *More information on tastings is available.</i>
Is there a food and beverage minimum that needs to be met?	<i>Yes...these minimums will vary based on the size of your event and time and date of your event. There may also be some situations where this can be waived or reduced.</i>
Is outside catering allowed or am I required to purchase food and drinks through SCC?	<i>There are certain exceptions that can be made to allow outside catering. In these situations, we do still require the food and beverage minimums to be met and a catering/plate fee will apply.</i>

<p>How long is the time window for food/buffet service?</p>	<p><i>To comply within food safety standards, we can only leave the buffet and food set up for a maximum of 2 hours. After the two hours, we will remove and dispose of any food left. If it is a plated and served event, we will begin serving at the time requested until all present guests are served. Any plates left plated but not served may be temporarily kept warm in a warmer oven for about 30 minutes to accommodate some guests that may arrive slightly late but then disposed of.</i></p>
<p>Am I allowed to bring in my own alcohol?</p>	<p><i>No way...sorry. We are very strict about this as it comes with serious consequences for everyone if the rules are not followed. We have a full bar that can be stocked and are happy to accommodate special requests and will cover the alcohol requests during the planning process...no one needs to go thirsty.</i></p>
<p>Can I prepurchase an alcohol package?</p>	<p><i>You sure may. There are several types of packages to pick from or we can customize one to fit the event and budget.</i></p>
<p>What is the difference between a Cash Bar and Consumption Bar?</p>	<p><i>We get this question alot. A cash bar is where we supply and have the alcohol ready for purchase and each guest buys their own drinks (can be cash or card). Consumption bar is where it is an "open bar" or paid for by the host or someone in the party. This amount can be a preset time window, dollar amount, type of alcohol and/or open for the entire event.</i></p>
<p>Are outside cakes or desserts allowed to be brought in?</p>	<p><i>Who doesn't love sweets! We are able to and do provide several dessert options in the menu. However, if you decide to bring an outside dessert in, we will allow in most cases and a small plate fee or a prep fee will apply, depending on the request and dessert.</i></p>
<p>Can I hire my own DJ, Band and/or other vendors?</p>	<p><i>Please do. Outside vendors are allowed and we typically ask that you secure them. Please give them my contact information so that we can coordinate set up and break down times and well as where they can unload and load.</i></p>
<p>Can you procure a band or DJ for my event?</p>	<p><i>Yes absoutely! payment for the band/DJ is due in full at the time of booking. Including an additional booking fee that will be charged to the event.</i></p>
<p>Do I need my own "Day-of Coordinator"?</p>	<p><i>You do. In some cases and based on availability, one of our coordinators at SCC can be hired for a separate fee to be your "Day Of Coordinator" but unless that is determined in the beginning planning phase of your event, it is required that you have your own. The event planner at SCC works hard from the very beginning of your event to oversee and perfect every detail of the event that pertains to the venue. To ensure that your event moves according to schedule and people are where they need to be when they need to be, your personal coordinator will be very helpful. *this typically is more so for weddings/receptions/showers.</i></p>