

How much are the setup and clean up cost?

There are no such fees.

What other fees are there?

The most important fee is the Facility Fee, commonly called the “room rental”. That fee is dependent on which room you book and is affected by your guarantee.

Tell me about the Facility Fee.

As the number of guests increase for a party, the Facility Fee decreases. Larger parties pay a lesser fee than a smaller party. For more information, click [here](#).

How much does a meal cost at Grand Volute?

Lunch entrées start at \$9.95. Dinner entrées start at \$15.95. Dinner buffets start at \$19.95.

If I have my event at Grand Volute, what is included?

Besides the room which is cleaned before we set it up to your specifications, we provide banquet tables, chairs, hors d’oeuvre tables, buffet tables, cocktail tables, cake table, place card table, head table, stage, dance floor, china, stemware, flatware, table clothes, table skirting, napkins, cake cutting, private restrooms, private coat room, gift nook, and grand piano, among other items.

How do I pay for my event?

Payments should be made in check.

Can I put the bill on my credit card?

Yes, however, there is a 2% fee for doing so.

When does Grand Volute need payments?

Half of the estimated balance is due 30 days prior to the date of the event. The remaining balance is due seven days prior to the event.

How do I know you won’t raise the price on me?

Prices are guaranteed from the date the first payment of estimated expenses is received.

Explain the “guarantee” thing to me.

It’s really pretty simple. Ten (10) days before your event you will call Grand Volute and tell us how many guests you require us to prepare for. We “guarantee” to have enough food prepared to serve that quantity of guests. You will be charged for either the guarantee or the actual quantity of guests, whichever is greater. You will be billed for the guarantee even if we serve fewer guests than the guaranteed at your event.

So the “guarantee” is the number of place settings as well?

No. Unless you tell us otherwise, we will prepare place settings for *more* guests than you guarantee. You just never know when one of your guests might decide to sit somewhere besides where you planned, or when someone will unexpectedly bring a friend.

Does the guarantee include my photographer and the band?

We can arrange this any way you please. If you would like your wedding professionals to have dinner during the event often we can arrange to have them dine at a location away from your guests if that is what you prefer. If they have the same menu as your guests the charge for feeding them will be the same as the other meals.

What happens if I cancel my event?

It all depends on how soon it is to the date of the event. The farther it is until your event, the less it will cost you. Details are available in our Terms and Conditions of Contract. Click [here](#) to go to our Terms and Conditions of Contract.

Are there special prices for children?

That is an excellent question! We recognize that most children, those under 12, don't have the same taste in food as adults. To keep your youngest guests content, we offer "kid friendly" menu alternatives at kid- friendly prices.

How do I decide between a buffet, stations, a served meal or any other choices?

The first answer is to listen to your heart. The second bit of advice is to ask yourselves what will make your guests happy. What type of people are they? Will they need a push to get the party rolling, or are your guests the type of people that will jump right into it? Match your meal selection to your heart and the type of guests you expect and it will be a success!

I've never heard of half this food! What should I do?

When in doubt ask the experts! Grand Volute has people who love guiding clients like you through this process. Our Event Managers will soon be on your speed dial!

Can I have an entrée from the lunch menu served at dinner?

Breakfast and lunch items are available until 2:00PM.

Does Grand Volute bake wedding cakes?

We do not bake wedding cakes, but we know several companies that do a superb job.

I have a relative that wants to bring in a special item for on the buffet. Is that OK?

The Kent County Board of Health requires that all food which we serve be prepared in an inspected licensed kitchen, therefore the answer is no, but maybe the special item could be enjoyed at another place and time.

If buffet style is offered, are servers provided or will it be self-serve?

The answer is this: it's all in your control. We will be more than happy to staff the event in any way you would like.

Do you offer tastings?

Yes, we do. Tastings are scheduled as private events. We serve up to 6 persons, scheduled Tuesday-Thursday, over a 2 hour time span. Please call Grand Volute Ballrooms for further details.

What is your policy regarding leftover food?

Grand Volute adheres to all requirements of the Kent County Health Department. The health department has strict requirements regarding food temperatures for all food we serve. You can

understand that once food leaves our possession we can no longer guarantee it is stored properly. Therefore, we follow the health department lead and do not allow food to leave our premise.

What would the staff be wearing during an event?

Day and night, our uniforms reflect the crisp attention to details of bow ties and tux shirts. For weddings, the dress is always tuxedos. For informal lunches, the black pants and white shirts are accompanied by deli aprons.

How many servers do you usually staff for an event?

The least we staff for normal events is 1 server for each 20 guests. This would equate to one server taking care of two tables each with ten guests. This staffing level would be for very simple events.

Most dinners have 1 server for 16-20 guests. This is more than enough servers, even for our rigorous service standards.

How late can my party go?

All events will end no later than 12:00AM except for events held on December 31, which may be scheduled to end at 1:30AM. Please review the Grand Volute Ballrooms Term and Conditions of Contract for further questions.

When must the bars close?

Last call will be offered at 11:30PM. All glassware and bottles must be removed from the ballroom by 12:00AM.

When could we get in to decorate the room?

Our ballrooms are quite well appointed to start with, but we understand where you're coming from. To ensure that all our guests are satisfied, both those departing from a reception and those arriving, access to a ballroom on Saturday morning is normally available after 11:00AM. If circumstances arise so we can allow access to the ballroom earlier we will certainly make every effort to do so.

Are there other events taking place at the same time as mine?

If you have not booked the Grand Volute ballroom then it is very likely there will be another event occurring at the same time. We make every effort to schedule the events so there is one hour separation between guest arrivals for two or more events, however, we certainly cannot guarantee that.

We're thinking of having a Hawaiian themed wedding. Can we build centerpieces on the table made of sand?

Sand, along with confetti, glitter, and rice and similar items are not permitted inside the building. Can you image what happens when we attempt to wash 25 tablecloths that have sand on them?

Do you have insurance?

We carry property, liability and liquor liability insurance.

Do you allow outside caterers?

Grand Volute is a full service caterer. We do not allow other caterers to use our kitchen or to serve in our facility.

Do you have a liquor license?

We have a Class C liquor license. This will allow us to serve a full array of beverages including beer, wine and liquor.

How much do you charge for a bartender?

The bartender is free if the bar revenue per bar is more than \$350 within a maximum three hour period.

What is included in your bar service?

Our bar service includes all necessary glassware, liquor, domestic and imported beer, house red and white wines, soft drinks, mineral water, juice, garnish, stir sticks, straws, beverage napkins, ice, mixers, and all necessary staff to serve and clear the beverages.

How many bartenders do you provide?

Generally we staff no less than one bartender per 100 guests. This can change dramatically based on the anticipated consumption of the guests that the host is expecting. We always prefer to have too many bartenders, not too few.

How does one bartender handle 100 guests?

We do it by insuring that all guests are not headed to the bar at the same time. For instance, if guests are scheduled to arrive in the Grand Foyer immediately following an outdoor ceremony, guests will be greeted at the door by servers with trays of the most popular drinks. By offering pre-poured soft drinks, beer and wine we can serve 75% of the guests which means the bartender only has 25 guests to serve.

How do you serve a champagne toast?

You may choose whether the champagne is passed to your guests in the Grand Foyer prior to dinner, or whether you prefer to enjoy the champagne in the ballroom. For guests who prefer alcohol-free champagne, or who are underage, we offer sparkling cider as an alternative.

My parents want to bring special champagne in for me and my groom to toast with. Is that OK?

Unfortunately the State of Michigan does not allow any alcohol to be brought into a licensed establishment, even if it is a gift. We strictly follow this law.

Is there a corkage fee for wine or champagne?

No.

Is there a changing room available?

Actually we have four of them-two for the brides and two for grooms!

Is there a shower available?

Yes, we have a shower in a private bathroom. There is, of course, no fee to use the shower.

Do you have a photo room for pictures of the bridal party?

We have something better than just a photo room. We have *three* staircases! We know you'll love the portraits taken on our Grand Staircase with our ebony grand piano in the background. Everyone who sees the portrait will know your wedding reception was held at Grand Volute.

Do you charge to cut the cake?

Cake cutting is free for all events which incurs \$10 per person in food charges. We provide a special cake knife and cake spatula, china plates and dessert forks for every guest, and we'll be pleased to package the remaining cake.

Do you have a dance floor?

Yes, each ballroom has a dance floor – and it's built in! No matter how hard your guests do the electric slide it will never come apart! Each ballroom has a dance floor which is approximately 612 square feet. If you're using the Grand Volute Ballroom in its entirety, you'll enjoy a dance floor just slightly larger 1,200 square feet!

May our band or DJ have access to your electrical outlets?

Yes, of course they may use our electricity and there is no charge.

How much parking do you provide?

Grand Volute has 208 parking spaces. That's enough for a wedding of about 520 people.

Do you offer valet parking?

Yes, upon request. We use a contracted valet company.

Is there a coatroom?

Yes, there are two of them – one for each ballroom! The coatrooms may be self-serve, or we can provide a coatroom attendant.

Do you have audio / visual equipment available?

Yes. We have both wired and wireless microphones, CD, DVD, and data port interfaces available. Contact us with your needs and we can make them happen!

Do you offer any rental items such as wedding arch, runner or tents?

We offer a large array of tablecloths and napkins. We do not rent aisle runners or tents.

My DJ will need a table. Is there a charge for that?

We will be more than happy to provide a skirted table for the disc jockey at no charge.

Do you supply linen?

Yes. We supply all the tablecloths, table skirting and white napkins. All these items are included with your event.

What if I want some color besides white napkins?

We have over 40 colors of napkins available at additional cost.

What items are prohibited?

Confetti, glitter, sand, rice and similar items are not permitted inside the building. See our Terms and Conditions of Contract for further detail.