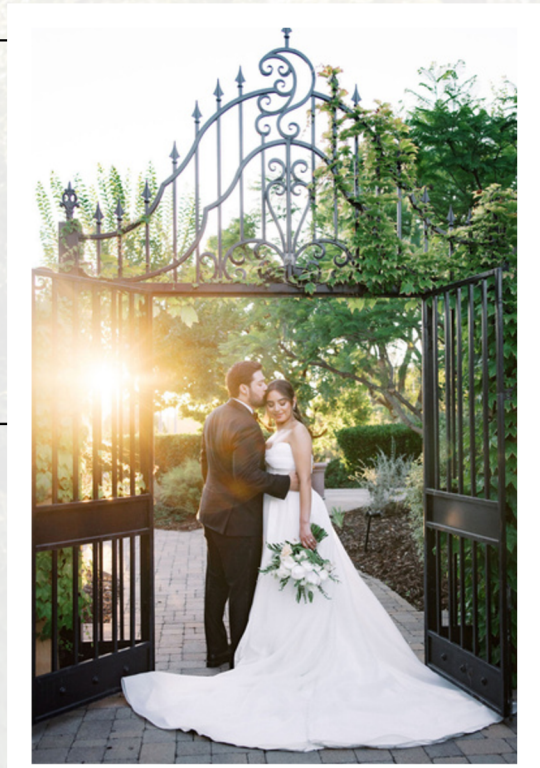


Frequently Asked Questions

How long will I have the rental space?

You may begin setting up personal items and décor at The Gardens as early as 12:00 PM. The event duration is six hours, with an additional one-hour cleanup period at the conclusion. Access to the Sunset Ballroom is guaranteed two hours before the event start time, unless alternative arrangements have been made with the Private Events Department.



Do you have a Wedding Suite?

Yes, The Gardens offers one wedding suite, which features two vanities and comfortably accommodates up to eight guests. The newlywed not utilizing the wedding suite is expected to arrive mostly prepared and will meet in the Oaks Grill Restaurant prior to the start of photography. Please note that there is no designated suite available for the Sunset Ballroom.

What is the curfew for each venue?

The Gardens has a curfew of 10:00 PM from Sunday to Thursday and 11:00 PM on Friday and Saturday. The Sunset Ballroom has a curfew of 11:00 PM from Sunday to Thursday and midnight on Friday and Saturday. All music must conclude by the designated curfew time, and guests are required to vacate the property within one hour thereafter.

Do you allow amplified music or live bands?

In The Gardens, DJs are permitted until 10:00 PM from Sunday to Thursday and until 11:00 PM on Fridays and Saturdays. DJs are required to be hired from our Preferred Vendor List. Live music is not allowed after 6:00 PM from Sunday to Thursday and after 8:00 PM on Fridays and Saturdays—no exceptions. During these hours, live music is limited to acoustic guitar-ists, singers, harpists, string quartets, mariachis, and similar performances. For any other type of live music, please consult the Sales Department.

In the Sunset Ballroom, you are welcome to have amplified music or live bands until 10:00 PM from Sunday to Thursday and until midnight on Fridays and Saturdays.

Are shots allowed with a hosted bar?

We maintain a strict no shot policy. Guests are welcome to order drinks on the rocks.



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Am I allowed to bring in outside alcohol?

Outside food and beverages are not permitted anywhere on Los Robles Greens property, including the Wedding Suite and parking lot. However, guests are welcome to purchase drinks or bottles of sparkling wine from the restaurant for use while getting ready in the Wedding Suite. Any alcohol not provided by Los Robles will be confiscated.

Do you require a Wedding Coordinator?

Yes, Los Robles Greens requires a day of Wedding Coordinator off of our Preferred Vendor List to assist you. This will ensure that your special day runs smoothly and you and your loved ones can enjoy it to the fullest.

Can I use my own vendors?

You are welcome to provide your own vendors, with the exception of a Coordinator and DJ. However, all vendors must be licensed in their respective fields and provide a Certificate of Insurance (COI). For your convenience, we offer a curated list of preferred vendors who are experienced with our venue and provide exclusive discounts to our clients. Please note that all catering must be arranged through Los Robles Greens.

Are there any charges on top of the menu price?

A 20% Service Charge and local sales tax rate of 7.25% will be applied to your invoice. This tax applies to all food, beverages, services, and rentals.

Is the service charge gratuity for the staff?

The service fee is an administrative fee that is shared with payroll, which is why it is taxed by the state of California. If you wish to provide a gratuity for the servers, it is certainly welcome and appreciated. Please arrange for a cash tip in an envelope addressed to your Event Coordinator.

How do I reserve my wedding date at Los Robles Greens?

A signed contract and a deposit of 25% of your estimated total is due. Your contract and deposit are due 10 days after you receive it. Please note that we do not place soft holds on dates.

What is the payment schedule for my wedding?

The deposit to book is 25% of your contract total (before Service Charge & local sales tax). After the initial deposit, two additional installments of 25% each are required from the time of booking until your wedding day. The payment timeline is based on the period between booking and your wedding date. The final balance is due 10 days prior to your event.

What are the next steps after booking?

After attending a tasting, we will send you a wedding worksheet to help you begin filling it out as you plan your wedding. About two months prior your wedding, we will meet and start reviewing your food choices, linens, and event setup. Two weeks prior to your event, your timeline, guest count and any final adjustments are due. Your final payment is due at this time.



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When can I taste the food for my wedding?

You will receive an invitation for two for our Tasting Showcase, which is held three times per year and is open to all couples getting married at Los Robles Greens. If you wish to bring additional guests, there is a fee of \$45 per person. Please note that the tastings are intended to provide a sampling of our offerings, not a full tasting of the entire wedding package.

What if it rains the day of my wedding?

In The Gardens, you are welcome to tent the space through a third-party vendor at your expense. We cannot guarantee that the Sunset Ballroom will be available.

Do you require security?

Yes, Los Robles Greens requires security for all large events. One guard is included in your venue fee. If your guest count exceeds 150, a second guard will be required at a rate of \$45 per hour, for the duration of your event. Our team will coordinate security services to ensure a safe and seamless event.

Do you allow candles and/or sparklers?

All candles must be placed in a glass holder with at least a one-inch clearance above the flame. Tapered candles and candle-bras are not permitted. Cold spark machines are strictly prohibited. However, sparklers are allowed in The Gardens walkway and outside the dome in The Sunset Ballroom.

Can I leave any personal items overnight?

No items can be dropped off the day prior or left overnight for pickup the following day. However, access to the Wedding Suite is available as early as 8:00 AM on the day of your event for item drop-off. Los Robles Greens does not have storage or security to hold any items before or after your event. Any items left beyond the one-hour cleanup period after your event may be discarded during the breakdown process.

Can I refrigerate my cake or desserts?

Outside food is not permitted in our kitchen refrigerators. Please ensure that the delivery of your desserts is scheduled for the appropriate time.

Am I allowed to use real flower petals at the ceremony site?

We permit the use of real white or blush-colored flower petals. However, any other colors may stain the concrete and will incur a \$250 cleanup fee if used. Please note that fake flower petals are not allowed.

Am I allowed to hang anything at The Gardens?

Hanging décor can only be secured using fishing line, zip ties, rope, ribbon, or drapery. Installation must be performed by a professional with insurance and their own ladders. The use of staples, tacks, nails, glue, tape, or any adhesive is prohibited and will result in a fee. Amount determined after damage assessment.

Do you require insurance?

A Certificate of Insurance (COI) is required for all vendors working on-site.



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