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Hi,

Are you ready for the whirlwind that you are about to experience over the next couple of months? We know that planning an afternoon or evening of perfection can be a stressful process, so we try to make the ATOC portion as easy and straightforward as possible. We have enclosed a list of frequently asked questions to avoid any confusion or worry. As always, if you have a question that is not addressed in this letter, feel free to give us a call, and we'll be more than happy to answer it.

Remember if you want to upgrade to add entertainment, photo booths, lighting, videography, photography, or other amazing options, just email us soon!

We hope most of your questions are answered by our list, and we will be in touch very soon. Good luck with the rest of the planning.

Sincerely,

A Touch Of Class Event Staff

# **Wedding FAQ's**

## **1-2 Months Before Your Event**

### **Questions Most Frequently Asked By Our Clients**

1. *When do we go over final details with the MC for our event?*
  - A. Your head MC will go through final details with you over the phone the Tuesday or Wednesday before your event. Your MC will be calling you.
2. *What supplies do you need from the function hall or us?*
  - A. Most parties require 1 six-foot table with linen and access to one power outlet. However, with Digital Video Dance Party or any Photo Booth a second 6-foot table is needed.
3. *How do we handle our final balance?*
  - A. Personal check is accepted until 2 weeks before your event or, if you chose, a certified check, money order, or cash upon arrival the night of the event is fine.
4. *What is your overtime policy?*
  - A. Overtime for afternoon events has to be discussed with us before your date. For evening events, overtime can be decided one half-hour before the scheduled end time. Overtime payment is due on the night of the event in a personal check or cash.
5. *Is gratuity appropriate, and if so how much?*
  - A. Gratuity is not required, but as with any other service business, it is always appreciated. We only ask that every staff member receive the same consideration. Common gratuity ranges from \$50-\$100 per staff member.
6. *What is your policy on parking?*
  - A. When parking is not provided we have a \$25 fee. In a garage setting, a 6'8" height is required for our vans.
7. *Do you provide a song list?*
  - A. No, we don't want to bind you by what we have, but we want you to write down songs you want and don't want played. The "don't want" songs are more important than the do wants!
8. *What if you don't have a song that we really want played during the event?*
  - A. You can bring a personal CD from home, and we would be happy to play it. If you only have it on CD or ipod, we need to know prior to the event. NOTE: YOU CAN'T EASILY OR LEGALLY DOWNLOAD MUSIC FROM YOUTUBE.COM OR SPOTIFY, and neither can we.
9. *When is our fact sheet due?*
  - A. Your fact sheet is due two weeks before your event. If it is lost, just let us know; we'd be happy to send you another. It can also be sent in partially completed. It is a work in progress, but the MC **must** have some sort of fact sheet before he/she can go over final details!

*10. What will the ATOC Staff be wearing at my event?*

- A. During final details, you will decide the MC's attire as well as the multiple options for any other staff.

*11. What time will you arrive?*

- A. We arrive about 60 minutes before the event to setup. If the event is on a larger scale, we will arrive 60-90 minutes before the event.

*12. We were thinking about getting favors for our event? Can ATOC design and produce those?*

- A. Absolutely, not only do we produce those frequently, we produce them with a number of ATOC advantages. We design simple logos for free and advanced logos at a minimal cost. We only order the top quality products. We handle any errors in printing for you before the function, so you get piece of mind. Many people have called us after events *specifically* for the favors that we produced. Due to time constraints, if you are interested in favors, please contact the office soon.

*13. If I am offering meals for ATOC staff at my party, what should I order?*

- A. First, we really appreciate the offer! Second, either main course or vendor meals are fine. We just recommend eating when the guests are eating, as we want to keep guests moving when they are finished with their meal.

*14. I was thinking about ordering props for my guests, when should I do that?*

- A. We place a courtesy order for all of our clients once a month at cost. You would not be charged shipping or sales tax. All you need to do is call the office at least one month before the reception.

*15. What other interesting options have might we like for our reception?*

- A. We offer many interesting options that many clients don't even know exist. Here are just a couple, just call for more information:

Photo Booths: There are 4 types of photo booths that we offer our clients: The Magic Mirror Photo Booth Experience, The Social Media Photo Booth, FotoRemix, and an old fashioned photo booth. They are all very different, but they all include upgraded aspects that will make your wedding that much better. Contact the office for more details.

Wireless LED Uplighting

“Dance Under The Stars” Laser (a green laser midnight sky effect with the moon shining through a slowly moving low deck of clouds)

“Dance On A Cloud” Fog Machine (a low layer of fog will engulf the dance floor, but stay below thigh level for a great cloud effect perfect for photos and video)

OurParty.pics (your wedding in 360 degrees), Photomontage Production, and Projection (we can show photos on a huge 10' rear projection screen, a video DJ booth, and 2-42” stand mounted HD-TV’s)

4K HD Videography

Ambient Light Shows and UV Glow Shows

Candy Buffets