



FAQs

EVENT SPACES

May I request a specific floor plan for my event?

Your Sales Coordinator is happy to discuss options and prepare suggested floor plans for your review. Please be aware that options may be limited pending reserved space and guest count.

May tables/furniture be removed from the space?

No, Alexandra's does not remove tables and/or furniture from the Private Dining Rooms; with the exception of chairs. These are not banquet spaces and have strict limitations. Your Sales Coordinator is happy to discuss floor plan options and how to best accommodate your event within these limitations.

May additional tables be brought in to accommodate additional guests?

No, Alexandra's does not provide additional tables to bring into any of the Private Dining Rooms. These are not banquet spaces and have strict limitations. Your Sales Coordinator is happy to discuss floor plan options and how to best accommodate your event within these limitations.

Does reserving a private dining room give me access to the patio?

The only Private Dining Room that includes access to Alexandra's Patio, without renting the Patio in its entirety, is the Maria's room. Please note that when reserving the Maria's room, you simply have access to the patio, all service is to take place within the Maria's room itself.

May I change the pre-determined set up of the space on the day of the event?

Minor changes may be made to the set up that has been predetermined with your Sales Coordinator. Significant changes will result in additional fees.

May I overflow on to the main floor, bar area, or Nicole's room if I have more guests than the capacity of the space?

No, your event is limited to the capacity of the space(s) reserved. We do not allow overflow onto Alexandra's main dining room floor and/or bar area, as this is reserved for our standard dining guests. If you reserve the Maria's room and overflow into the Nicole's room, you will be charged the entire rental fee for the Nicole's room in addition to the Maria's room rental fee. If you find that you need a larger space, please discuss your options with your Sales Coordinator prior to the event date.

What happens if more guests show up than expected on the day of the event?

Alexandra's will accommodate to the best of our ability. A fee of \$20 per additional guest will be charged without exception for any plated event. A flat rate of \$100 per additional 5 guests will be charged for reception or buffet events. Please note that fees are in addition to menu pricing per person, which will also be charged for plated or buffet events and service charge, tax, and gratuity applies. Please note that your guests are expected to remain within the booked private dining spaces themselves. Alexandra's Management reserves the right to prohibit guests from entering and/or refuse service should they believe that the number of guests impedes ADA accessibility, Fire Code safety, and/or the general safety of guests and staff alike.

I have more than 50 people, may I book multiple rooms such as Maria's & Christina's?

No, Alexandra's does not permit booking two spaces on opposite sides of the restaurant. As this would impede service to our main dining room guests. If a larger space is needed, your Sales Coordinator is happy to put you in touch with our Sales & Catering Team regarding a larger banquet space.



MENU/SERVICE

May I use a lunch menu for an evening event?

No, the menu must coincide with the meal period in which the event falls.

May I create a custom menu?

Your Sales Coordinator is happy to discuss custom menu options with you. Please note that custom menus will be charged at a higher rate.

How many servers will I have for my event?

For events of 25 adult guests or less, you will have one server. For events of more than 25 adult guests you will have a minimum of 2 servers dedicated to your event. This does not include support staff who will be assisting the server(s).

When will food be served and what will happen if we need to push serving time back?

Your Sales Coordinator will work with you to determine the best time to begin food service. Please note that all buffets are limited to a one hour serve time. The predetermined serve time is the time in which the kitchen will have the food prepared to be served. If the predetermined serve time is pushed back for more than 30 minutes, fees will apply.

What happens if we are running behind?

Expected arrival is within 30 minutes of event start time. Please communicate with Alexandra's Management as soon as possible if you are running behind schedule. However, please keep in mind that we will only push the predetermined food serve time back by 30 minutes without charging additional fees. Additional fees will apply for any amount of time spent in the private dining space past the event end time. Please note that on many occasions we cannot permit elongated use of the space as another event is to directly follow. Your service staff will do their best to keep you on schedule and may need to expedite service and/or the clean-up process to adequately prepare the space for the next event.

We did not consume all the hors d' oeuvres and/or buffet food, may we take it to go?

No, it is Turf Valley's property wide policy that any remaining buffet food or hors d' oeuvres must be discarded due to health code restrictions. Alexandra's will strictly enforce this policy. Food will be removed and discarded upon completion of serve time.

DECORATING

How early do I have access to the space to decorate?

You will have access to the space one hour prior to the start of the event. If you believe more time will be needed, your Sales Coordinator will be able to let you know if an exception can be made (based on availability) no sooner than 10 days prior to the event. Any additional time added for setting up will result in a fee of \$50 per additional half hour if available.

What are the decorating limitations?

Alexandra's asks that you adhere strictly to the following limitations: No holes in the wall, no confetti or similar, balloons must be blown up prior to arrival and may not be popped in the building. Candles are allowed but MUST be in a vessel that rises above the flame – open flame candles are NOT permitted. Any damage to the spaces, lack of adhering to the limitations and/or extensive clean-up will result in fees.

May I provide my own table linen?

Yes, you are welcome to provide your own table linens for the event. Though, they must be provided to Alexandra's no later than 24 hours prior to the event.

Will Alexandra's provide centerpieces/linens/decor for my event?

Alexandra's offers white or black table and napkin linens at no additional cost. We do not have centerpieces or decor available. Client is responsible for providing all decor/centerpieces. All linens must be requested no later than 10 days prior to the event to be guaranteed.

Is the set up and tear-down time included in the four-hour rental period?

Alexandra's provides one complimentary hour directly prior to your event for any set up/decorating. The tear-down time should be factored into the event time. As the expectation is that you are actively clearing the space at the contracted event end time. Alexandra's has back-to-back events on many days, and it is imperative that the spaces be cleared at the contracted end time to prepare accordingly.



PAYMENT & GENERAL INFO

How is final payment handled?

Final event payment is handled immediately following the event with the service staff handling the function. The event balance is expected to be paid in full at that time. One final bill will be presented, which includes the room rental fee, 22% taxable service charge, and all applicable taxes. The event deposit will be removed from the check prior to presenting it to you.

What is the Maryland State Beverage tax rate?

Maryland State Beverage Tax is 9% and applies to all alcoholic beverages.

Is gratuity included in the final check?

A 22% taxable service charge will be included in the final check. This breaks down to a 4% house service charge and an 18% gratuity for the server(s).

Are any discounts offered for Alexandra's private events?

Alexandra's only offers private event discounts to our dues paying membership. The only exception to this would be a seasonal promotional offer. No discounts are given for hotel rooms when booking an event in Alexandra's.

When are the final event details due?

Final details are due no later than 10 days prior to the event at 9am. Any changes made within the 10-day window may result in additional fees. Your Sales Coordinator will reach out with a reminder that details are due the week prior to your event. Final details may always be accepted prior to the due date.

May I provide my own food or use an outside caterer?

Turf Valley does not permit the use of outside catering services, and all food must be purchased and prepared onsite. The only exception in Alexandra's is a Celebration Dessert. If a Celebration Dessert is provided, an executed hold harmless waiver is required to release TVR from any responsibility.

May I provide my own alcohol?

No, Alexandra's licensing requires that all alcohol be purchased through Alexandra's Restaurant. If outside alcohol is observed, we will ask for it to be removed immediately. If it is not removed, Alexandra's will cease service at that time.

Does Alexandra's host events for children or majority minors?

Alexandra's does not permit children's events or events for majority minors. One adult over the age of 25 must be present for every 4 minors in attendance. Alexandra's reserves the right to enforce this policy and refuse service if it is not adhered to.

May I play my own music in my Private Dining Room?

Alexandra's strictly prohibits the use of amplified sound to include DJ's, live music, large speakers, etc. A small Bluetooth speaker will be permitted. However, the volume must be kept to a level that cannot be heard outside of the private dining room itself. Alexandra's reserves the right to turn the music down or off if this policy is not adhered to. No music (to include a small Bluetooth speaker) is permitted in the semi-private Nicole's room.

Do any of the Private Dining Rooms have AV?

The Nicole's room is the only space with a built-in TV, which may be connected to. You may provide your own AV or rent AV through TVR. Please note the acceptable AV options are limited to a screen and/or projector or a TV monitor in Alexandra's. No amplified sound, to include microphones, will be permitted under any circumstances.

Are pets allowed in the Private Dining Rooms?

Registered Service Animals are always permitted in Alexandra's. Please note that this does not include Emotional Support Animals. Any animals that are not Registered Service Animals will result in refusal of service until the animal has been removed from the restaurant.

Does Alexandra's have a dress code?

Alexandra's does not have a specific dress code. However, most events will elect to go with casual business attire. All guests must be appropriately covered (no bathing suits, sheer clothing, etc.) and shoes must be worn at all times without exception.

May I have flowers, balloons, and/or a cake delivered directly to Alexandra's for my event?

Yes, please speak with your Sales Coordinator regarding TVR preferred vendors and delivery suggestions.

What do I do if I believe I left items behind after my event?

Contact your Sales Coordinator as soon as possible – they will do their best to locate any items left and facilitate retrieval. Alexandra's and Turf Valley are not responsible for any items left on property.