

Frequently Asked Questions:

CAN I SET UP A SITE VISIT TO TOUR THE RESORT?

Yes. Site visits can be arranged by appointment with a Catering Sales Manager, Tuesday – Friday. Saturday appointments may be accommodated and will be based on availability. Please call **904-853-2323** to schedule a site visit appointment.

WHEN CAN I MEET WITH MY CATERING COORDINATOR TO TALK ABOUT THE DETAILS?

Once you have confirmed your event with the Catering Sales Team, your Catering Coordinator will begin working with you. A planning visit can be scheduled directly with your planner on a mutually agreeable date. Planning visits are arranged *Tuesday - Saturday* to ensure all key service providers are present and involved.

WHAT CAN WE EXPECT TO SPEND PER PERSON ON FOOD AND BEVERAGE?

Based on our current banquet menus, on average you may expect to spend approximately \$65-\$150 per person for an evening affair, exclusive of service charge and sales tax.

WHAT IS A FOOD AND BEVERAGE MINIMUM?

The food and beverage minimum is the least amount you are asked to spend on any combination of food and beverage for that event. This does not include the service charge and sales tax - **currently 26% and 7%**. One may spend more on the food and beverage for their event, but they may not spend less than the required minimum.

The food and beverage minimum is achieved by selecting individually priced, a la carte menu items to equal or exceed the food and beverage minimum. This minimum dollar amount does not fluctuate with the number of guests in attendance and will vary based on the venue selected.

The following examples would apply towards the food and beverage minimum:

- Hors d'oeuvres
- Plated or buffet meal, wedding cake and dessert
- Wine service with the meal
- Food display and carving station
- Champagne toasts

The following examples would not apply towards the food and beverage minimum:

- Flowers
- Specialty Linen (including chair covers)
- Specialty Chairs
- Décor and specialty lighting
- Ceremony fees

CAN FOOD OR BEVERAGE BE BROUGHT IN FROM AN OUTSIDE CATERER?

All food and beverage must be provided by One Ocean Resort. The only exception is for a wedding cake and a \$4.00 per person servicing fee will be charged for a cake provided by an outside professional bakery. These fees do not apply towards the food and beverage minimum and are subject to service charge and Florida sales tax.

For weddings in which a specific cultural cuisine is required, special considerations may apply. Please contact your Catering Sales Manager to discuss these possibilities and pricing at **904-853-2323**.

DOES THE RESORT PROVIDE A MENU TASTING?

Tasting appointments are available on request for parties who have contracted a food and beverage minimum of \$5000 or more. The tasting is complimentary for up to two guests. These appointments may be scheduled within 60 days of wedding date, Tuesday - Thursday between 2-5pm, and are subject to availability. For all other events and for additional guests, a tasting can be prepared and the cost per person will be determined by the tasting menu selected. Appointments must be made two weeks in advance.

WHAT OTHER EVENTS CAN I HOST AT ONE OCEAN RESORT IN ADDITION TO THE WEDDING AND RECEPTION?

Our resort specializes in making your wedding experience complete. In addition to your ceremony and reception, we can host rehearsal dinners, welcome receptions, farewell breakfasts or brunches, bridal luncheons, bachelor & bachelor parties and more. We have a unique variety of venues which allow you the convenience of having all your events in one location, each with a distinctive ambiance.

DOES ONE OCEAN RESORT ALLOW OUTSIDE VENDORS?

Yes. The resort reserves the right to approve all vendors hired. These vendors will be required to provide proof of current, valid liability insurance (at least \$2 million) and sign the Hotel's Vendor Code of Conduct.

WE WOULD PREFER TO GET MARRIED IN A CHURCH. DO YOU HAVE RECOMMENDATIONS?

Please contact the church directly for details and availability:

- **St. Paul's Catholic Church**
904-249-2600 ext. 465
11th Ave North, Jacksonville Beach
- **Community Presbyterian**
904-249-8698
150 Sherry Drive, Atlantic Beach
- **Beach United Methodist**
904-626-5893
**Contact Juanita for all wedding inquiries*
325 7th Avenue South, Jacksonville Beach

DOES THE RESORT OFFER DISCOUNTED ROOMS FOR MY GUESTS?

If you wish to reserve a block of rooms, please notify your Group Sales Manager, who can check availability and rates. Group rates for guest rooms are offered based on availability at the time they are requested and contracted.

To qualify for a group discounted room rate, you must reserve at least 10 guestrooms per night for a minimum of two nights. You will be required to sign a contract with our Group Sales Office, in which you guarantee 90% if the room nights contracted. A deposit is not typically required. 10% of the daily contracted rooms may be released up until 30 days prior to the first arrival date without any financial penalty. Any rooms remaining in the block past the release date will be financial responsibility. Check-in is at 4:00 p.m. and check-out is at 12:00 p.m.

HOW MUCH IS THE INITIAL DEPOSIT AND WHEN IS IT DUE?

The initial deposit is based on the percentage of the combined food and beverage minimum and the venue rental fee. The percentage ranges from 25% - 100% and will be due upon signing and returning the catering agreement by the contract due date.

CAN I HAVE AN OUTDOOR EVENT / WEDDING RECEPTION?

One Ocean Resort has several outdoor venues to offer for special events including the Verandina/beach. County ordinance requires that all outdoor music and loud noise cease by 11:00 p.m. for Friday and Saturday and 10 p.m. for Sunday – Thursday.

MAY I PLAN A CEREMONY ONLY AT THE RESORT?

A reception must accompany ceremonies held at the resort, all days.

ALL OF MY GUESTS ARE COMING FROM OUT OF TOWN. WHERE IS THE CLOSEST AIRPORT?

The resort is conveniently located just 30 minutes from the Jacksonville International Airport which offers many direct and affordable flights to most major cities in the United States. For those guests driving, we are just 20 minutes east of I-95.

DOES ONE OCEAN RESORT OFFER SHUTTLE SERVICE FROM THE AIRPORT?

East Coast Transportation is the official transportation provider for One Ocean Resort. They offer a variety of options including private transfers (limousines, etc.) and group transfers (vans, mini coach, etc.). Please contact East Coast Transportation directly at **904-525-8600** for rates and availability.