

HOTEL FAQ



Congratulations and welcome to Normandy Farm and The Belle!

We are so excited to have your family share an experience with our family. Below are some frequently asked questions regarding reservations, rooms & breakfast:

HOW CAN I RESERVE A BLOCK OF ROOMS FOR MY WEDDING?

- Our Revenue Manager, Susan Mulville, will be in touch to contract a room block.
- Reservations are then managed by Jeanette Seichepine, our Reservations Assistant.
 - The initial hold secures 25 rooms depending on the event time & package.

WHAT IS THE PRICE FOR A ROOM? FOR STANDARD ROOMS:

	<u>2024/2025/2026</u>	
	FRI/SAT	SUN
<u>JAN - MAR</u>	\$189	\$179
<u>APR - NOV</u>	\$199	\$189
DEC	\$189	\$179

* Peak Friday/Saturday rates apply for major holiday dates.

- **\$50** more for upgrades to Guest House suites including East & West Gatehouse, Manor House).
- The Carriage House suites can be reserved at a premium discounted rate. Speak with reservations about pricing on these brand new rooms.
- These upgrades are in addition to the negotiated wedding rate for standard rooms
- Daytime weddings (Saturday or Sunday) will be offered **10 rooms** in the block and the rate will follow the rate guidelines of the night before – i.e., a Sunday daytime wedding in May 2024 will be **\$199** plus tax.
- A **Nightly Resort Fee** is in addition to the hotel room rate. The Resort Fee includes parking, internet, fitness center, indoor pool, Breakfast Buffet (Monday-Saturday) or Grab & Go Breakfast (Sunday)

WHAT IS THE DIFFERENCE BETWEEN A STANDARD ROOM AND A SUITE?

- We have **113** beautifully appointed hotel rooms located in the main building of the hotel. Interior Standard Rooms: consists of Kings, Double Queens, Handicap Accessible Singles, as well as Bridal Suites.
- We have **40** Farmhouse Suites: The Manor House, East & West Gate Houses were all renovated in 2020. The contemporary Carriage House has been reconstructed from the ground up and held it's grand opening in May 2023. It features **21** hotel suites spanning over 18,268 square feet and 3 stories. Exterior Cottage Suites consist of King Suites and Double Queens. Some suites include pull-out sofas.



HOW WILL MY GUESTS RESERVE ROOMS IN MY BLOCK?

- After completing a Room Block Request Contract, your block will be active until 60 days ahead of the wedding date.
- Guests can call Normandy Farm Guest Services, at **215-616-8500**
- Guests can book Online via your Group Code, at **NormandyFarm.com**

MY BLOCK IS FULL. HOW CAN I ADD MORE ROOMS?

- If guests are experiencing trouble booking or the block is fully reserved, you will reach out to Jeanette Seichepine
- It is the duty of the couple to monitor their block and request updates, Rooming List Requests are issued via email

WHAT IS YOUR CANCELLATION POLICY?

For Social Blocks: 7 days Ahead Cancellation Policy: Cancellation fees within (7) days prior to the arrival date equal the cost of first night's room rate + taxes.

WHAT ARE THE CHECK IN & CHECK OUT TIMES? IS EARLY CHECK IN AVAILABLE?

- CHECK IN = 3:00pm CHECK OUT = 11:00am Every day!
- All guests are welcome to call ahead requesting early check in the morning of arrival.
- FOR BRIDAL SUITES WE RECOMMEND RESERVING THE NIGHT BEFORE. BASED ON AVAILABILITY.

IS BREAKFAST INCLUDED FOR THE GUESTS WHO STAY AT NORMANDY FARM?

- A complimentary **Hot Buffet Breakfast** is available for guests staying at the hotel, Monday – Saturday. Daily Hotel Breakfast Buffet Hours:
 - Mon – Fri: 7:00AM to 9:00AM, Saturday: 7:30AM to 10:00AM
- Complimentary Grab & Go breakfast is available on Sundays in the lobby: 7:30 - 10:00am
- The Farmer's Daughter Sunday Brunch is not included; reservations required, 9:30am-1:30pm. (Adults) \$46.95per person, (Children) \$20.95 per person

AMENITIES

113 Beautifully Appointed Hotel Rooms (Main Building)

40 Farmhouse Suites

24 Hour Fitness Center

Indoor Pool & Jacuzzi

Complimentary WiFi

Complimentary Parking

KEY CONTACTS

Susan Mulville

REVENUE MANAGER

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Jeanette Seichepine

RESERVATIONS ASSISTANT

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Normandy Farm