

## FAQ'S VILLA FLORA

### TABLE OF CONTENTS

|                                    |    |
|------------------------------------|----|
| 1. LOCATION .....                  | 2  |
| 2. EQUIPMENT .....                 | 3  |
| 3. CATERING & BEVERAGES .....      | 4  |
| 4. CHILDREN .....                  | 7  |
| 5. DECORATION .....                | 8  |
| 6. SERVICE PROVIDERS .....         | 9  |
| 7. SPECIAL REQUESTS & EXTRAS ..... | 10 |
| 8. PROCEDURE & SCHEDULE .....      | 11 |
| 9. CONTRACT DETAILS .....          | 13 |
| 10. COSTS .....                    | 14 |
| 11. BILLING .....                  | 15 |

# 1. LOCATION

## 1.1 GENERAL INFORMATION & EXCLUSIVITY

- **Is Villa Flora an exclusive event location?**

Yes – this means that there will be no other guests on the fenced-in premises.

- **Does the historical Villa have to be rented as well?**

The atrium and outdoor area are an integral part of the booking. The historic villa is reserved exclusively for the bridal couple (as a getting-ready area) and for children (as sleeping accommodation). It is not intended for use by guests as a lounge area.

## 1.2 ACCESS & BARRIER-FREE ACCESS

- **Is the event site completely fenced off or secured?**

Yes, the event site is completely fenced off.

- **Is the Villa barrier-free?**

The outdoor area is barrier-free. There is also a barrier-free toilet in the atrium. Please note: Access to the atrium is step-free up to the bar. The dance floor area is accessible via a small staircase. If necessary, a wheelchair user can be accompanied or carried there with the assistance of two people. The historic villa is not barrier-free.

## 1.3 PRACTICAL INFORMATION ABOUT THE CELEBRATION

- **What parking options are available on site?**

There are 15 parking spaces available on the premises, including 6 spaces with 22kW electric charging stations that can be conveniently used via tap payment. There is also a P&R parking garage on the other side of the Mittlerer Ring.

- **Is there overnight accommodation available at the Villa Flora?**

No – there is no overnight accommodation available at the villa itself.

- **Is there an overview of nearby hotels or accommodations**

We have compiled a list of nearby hotels. We will be happy to send it to you if required.

- **Are dogs allowed on the premises?**

Of course – dogs are very welcome here! As long as they behave themselves and don't secretly raid the buffet, they are welcome to join in the celebrations.

## 1.4 VIEWING

- **Can we arrange a viewing appointment?**

Viewings are possible Monday through Friday between 10 am and 6 pm after an offer has been made and a preliminary discussion has taken place.

## 2. EQUIPMENT

### 2.1 SEATING & FURNITURE

- **What seating options are available?**

For weddings, we have permanently installed seating consisting of wooden tables and matching wooden chairs – with or without tablecloths, as desired. If you prefer round gala tables, these can be rented from our partner on request.

- **Are chair covers available?**

We do not offer chair covers ourselves, but we can organize them for you through an external service provider.

- **Can furniture also be rented externally?**

Yes, if required, you are welcome to rent additional furniture from an external service provider. Please note: Set-up and dismantling must be organized entirely by the respective service provider.

The number of pieces of furniture and the desired seating arrangement must be discussed in advance with your personal event manager to ensure everything runs smoothly.

### 2.2 OUTDOOR WEDDING CEREMONY & COVERED AREA

- **Where will the outdoor wedding ceremony take place if it rains?**

In case of rain, the outdoor wedding ceremony can take place on our covered terrace area or in our new winter garden.

### 2.3 LEISURE & ACTIVITIES

- **Which activities are offered at Villa Flora?**

We offer a wide range of activities – from table soccer and table tennis to outdoor games such as giant Jenga and Viking chess, to curling, beer pong, and karaoke – there is something for everyone. On request, we can also organize special activities in cooperation with our partner Teamgeist, who offers a variety of professionally supervised experiences.

## 3. CATERING & BEVERAGES

### 3.1 GRUNDLEGENDES CATERING

- **Can we bring our own catering/food?**

Our Glanz + Gorilla Catering is based at Villa Flora – right on site. This means we can spoil you with our catering under the best conditions. See for yourself with a free sample meal! You are welcome to bring snacks or appetizers for the aperitif – we will take care of dinner.

- **Can we hire an external caterer?**

When booking directly, Glanz + Gorilla takes care of all food and beverage services. Alternatively, the location can also be rented without catering and equipment through your own caterer. In this case, all planning and coordination will be done directly through your own caterer.

### 3.2 BAKED GOODS & CAKES

- **Can we bring our own cake?**

You are welcome to bring your own cakes and wedding cakes. We charge a fixed fee for the provision of crockery, buffet equipment, and a service staff member to ensure that everything runs smoothly.

- **Can we refrigerate the wedding cake at your venue?**

Advance delivery during our office hours and refrigeration of your wedding cake are possible for an additional charge.

### 3.3 BEVERAGES

- **What does the beverage package include?**

Our standard beverage package includes water, coffee/tea, soft drinks, beer, wine, sparkling wine, and aperitif drinks, which you and your guests can enjoy without restriction. We charge the package fee from the start to the end of your celebration. The beverage package can be expanded to include long drinks, cocktails, and, if desired, schnapps. We also offer "special bars" as an add-on. After a certain time, long drinks and cocktails can be offered either on a per-consumption basis or on a self-pay basis.

- **Can other beverages (e.g. Coca-Cola) be offered instead of fritz-kola?**

We have a contractual agreement with fritz-kola and are, therefore, unfortunately not allowed to serve or offer Coca-Cola.

- **Can we get a beer keg on site?**

On request, we are happy to include party beer kegs in your offer. We charge a flat rate of €25 per 15-liter party keg for this.

- **Can we bring our own beer?**

You are welcome to bring your own beer. However, we are contractually obliged to serve Tegernseer beer at all events – other beers may only be offered in addition to, but not

instead of, Tegernseer beer. Therefore, the beverage flat rate remains unchanged, but there is no bottle deposit for the beer you bring.

- **Can we choose a special wine or bring our own wine?**

We offer flexible options when it comes to wine.

1. Your own wine: Would you like to bring your own wine? No problem – in this case, we will reduce the beverage flat rate by €2.50 per person. There is no corkage fee. We charge a flat rate of €50 for advance delivery, storage, and refrigeration.

2. Special wine through us: If you would like a wine that is not included in our standard range, you are welcome to purchase it through us. If the gross purchase price per bottle exceeds €7.70, we will only charge you the difference. Please note: Opened cases must be purchased in their entirety.

- **Is there a price list for long drinks and cocktails?**

Yes, there is. We will coordinate the selection of long drinks and cocktails together during the detailed planning stage, at which point you will also receive the current prices.

- **How are the drinks served?**

Aperitif drinks can be served at the bar, at an aperitif station, or as part of a flying service. Additional drinks are available at the bar and – depending on your preferences and the weather – at self-service stations such as iced coffee, infused water, beer kegs, or soft drinks in ice buckets. At a buffet, guests can help themselves at the bar, but can also order their drinks from service staff if they wish. Water is provided on the tables with the meal. Wine is always poured at the table during the meal; if desired, whole bottles can also be provided on the tables. With a set menu, the service staff handles the entire beverage service throughout the meal. From the start of the party, drinks are served at the bar.

### 3.4 MENU PLANNING & TASTING

- **Do we have to decide on the menu/buffet now?**

You don't have to decide between a menu and a buffet when you make your booking. You can make your choice after the tasting. We will then discuss the exact menu selection with you.

- **When does the tasting take place?**

Once a year – in February or March – we offer a fixed group tasting appointment free of charge. For couples who book after this date, we organize an additional tasting appointment in August or September. The final dates are set by Glanz + Gorilla. Individual tastings outside of these group dates are possible by arrangement and will be agreed upon separately.

- **Is there a tasting that is individually tailored to our planned catering?**

A free tasting is possible with a firm booking. We served a seasonal 3-course menu or our BBQ buffet. An individual tasting outside of these dates is possible on request – flat rate from €420 for 2 people. For additional guests, there is a charge of €65 per person.

- **Is it possible to add a fourth or fifth course to our menu?**

If you wish, you are welcome to expand your menu. An additional course could be soup or sorbet, for example. Just let us know what you would like – we will be happy to advise you!

- **Are there completely vegetarian or vegan menu options?**

We also offer completely vegetarian and vegan menu and buffet options. Please note that special dietary requirements or complex special adjustments may incur an additional charge.

- **Are allergies and intolerances taken into account when planning the menu?**

We naturally take allergies and intolerances into account – please inform us at least six weeks before the event.

- **Can food requests outside the catering catalog be accommodated and implemented?**

In principle, we can take food requests into account and implement individual ideas. Please note that special food requests or complex special adjustments may incur an additional charge.

## 4. CHILDREN

### 4.1 EQUIPMENT/ SEATING OPTIONS

- **Are there high chairs available on the site?**

Yes, we have baby and toddler chairs available on-site, which we are happy to provide free of charge, subject to availability. If the number of chairs required exceeds the number we have available, additional chairs may need to be rented. Alternatively, parents are welcome to bring their own chairs.

### 4.2 CATERING

- **Is there a vegetarian children's menu?**

Yes, we also offer vegetarian and vegan children's menu options.

### 4.3 SLEEPING & REST AREAS

- **Is there a separate area where children can sleep or rest?**

The historical villa has suitable rooms available as a separate area for children. A baby monitor can be used in the main room (atrium).

- **Are there sleeping facilities for children (e.g. sofas, mattresses)?**

We ask that guests bring their own travel cots for their little ones.

### 4.4 CHILD CARE

- **Is there child care available on site?**

If you require child care, we will be happy to make the booking for you through our trusted partner.

## 5. DECORATION

### 5.1 GENERAL DECORATION CONCEPT

- **What services are included in the decoration concept?**

Our decoration concepts include a stylish selection of elements for different areas of your celebration: We provided vases, candles, and table runners for the tables. For the outdoor wedding ceremony, we offer a wedding arch (available in birch or gold), two floral arrangements, and ten vases for the aisle. Buffet and bar areas are also decorated. Indoors, ceiling decorations such as eucalyptus rings, lanterns, or an atmospheric starry sky create a special atmosphere. In the document "*Decoration Concepts\_Weddings\_G&G*", you will find additional inspiration and examples of concepts that have already been implemented – feel free to be inspired!

### 5.2 CUSTOMIZATION WITHIN THE CONCEPT

- **Can we decide for ourselves which flowers we want, and are all types of flowers included in the decoration concept?**

We are happy to take individual wishes into account when selecting the flowers. Depending on the season and type of flower, a surcharge may apply.

For unusual concepts, we work with an experienced decorator or florist whom we trust and whom we will be happy to refer you to if required.

### 5.3 OWN DECORATIONS

- **Can we bring our own decorations?**

Yes, you are welcome to bring your own decorations. Alternatively, you can also rent individual decorative items from us.

### 5.4 COSTS & SETTING UP YOUR OWN DECORATIONS

- **Are there additional costs for our own decorations?**

There are generally no additional costs. If the day before your wedding is still available, you are welcome to come and decorate in the afternoon by arrangement. If the location is booked for another event the day before, the decorations must be put up on the morning of the event. If you do not want to set up the decorations yourself, we can organize this for you – in this case, there will be additional costs for labor and personnel. Please coordinate this with us at least six weeks before the event. Alternatively, depending on availability, you can book the day before as a setup day at half the price of the venue package.

## 6. SERVICE PROVIDERS

### 6.1 RECOMMENDATIONS & OVERVIEW

- **Do you have any recommendations for service providers such as wedding speakers, confectioners, DJs, etc.?**

We work with a large number of trusted service providers whom we are happy to recommend to you. In our document "*Partner\_Hochzeit\_G&G\_2025*", you will find an extensive selection – from wedding speakers and confectioners to DJs and many other services related to your wedding.

### 6.2 BOOKING & INTEGRATION

- **Can external service providers (e.g., for a mobile bar/show bar) be integrated?**

An external service provider for a show bar is, of course, possible. We are also happy to involve one of our partners. We work with various service providers for special bars – including ice sculptures.

- **How does the coordination with the service providers work if we want to book them through you?**

You select the service providers and book them yourself. Detailed planning also takes place directly with you. We clarify all location-related issues directly with the service providers and handle coordination on your wedding day so you can focus on the essentials.

### 6.3 BILLING

- **Can external service providers be billed through you?**

All service providers listed in the document "*Partner\_Hochzeit\_G&G\_2025*" can be conveniently booked and billed through us. These are then also included in the minimum turnover.

- **How does billing for external service providers work through you?**

When booking service providers through us, you have two billing options:

Billing through us: You will receive a total invoice from Glanz + Gorilla and pay the full amount to us. We will then take care of paying our service providers. We only offer this billing method when booking our partners.

Direct billing: The service providers send the invoice directly to you.

### 6.4 SETUP TIME/ LOGISTICS

- **When can service providers such as bands or DJs set up?**

A band can start setting up together with our team or start earlier. If an earlier setup is desired, location support must be booked additionally. In addition, depending on the booking situation, it is possible to book a separate setup and/or dismantling day. The DJ usually arrives about 30 minutes before the start and connects to our sound system. The DJ equipment is set up and tested in advance by our technician.

## 7. SPECIAL REQUESTS & EXTRAS

### 7.1 FIREWORKS & PYROTECHNIC

- **Can we set off fireworks at your venue?**

Fireworks are only permitted after consultation and approval, and only when carried out by fireworks companies.

- **Are cold sparklers permitted on the premises?**

Cold Sparklers are permitted.

### 7.2 DRONES & AERIAL PHOTOGRAPHY

- **Is the use of drones permitted on the premises?**

Drone photography is permitted but requires separate permission.

### 7.3 BALLOONS / ENVIRONMENTALLY FRIENDLY ACTIONS

- **Is it permitted to release balloons on the premises?**

For environmental reasons, the release of balloons is not permitted anywhere on the event location premises. Alternatively, other environmentally friendly options can be chosen by arrangement, e.g. from [www.schaumzauber.de](http://www.schaumzauber.de)

## 8. PROCEDURE & SCHEDULE

### 8.1 BASIC TIMES FOR CELEBRATION

- **How long can we celebrate at the villa?**

Until 4:00 am at the latest.

- **When can we enter Villa Flora on the day of the event?**

Access to the location is possible from 9:00 am by prior arrangement. If you need more time for setup, an additional setup day, the day before, may be useful.

Please note: As soon as you enter the location, a location supervisor must be on site. This is charged by the hour until the event manager takes over later.

### 8.2 MUSIC & NOISE REGULATIONS

- **Can music be played outside?**

Yes, music may be played outside until 10:00 pm. If it is too loud, we will adjust the volume accordingly.

- **Why are outdoor celebrations only allowed until 10:00 pm?**

According to the Federal Immission Control Act (BImSchG) and the corresponding state regulations, the so-called nighttime quiet hours apply from 10:00 pm. During this time, sources of noise that could disturb the neighborhood must be significantly reduced or stopped altogether – including, in particular, music, loud conversations, and other noisy activities outdoors.

### 8.3 PLANNING & FLEXIBILITY

- **Do we have to set fixed start and end times for the celebration now?**

The exact times can be adjusted up to 20 days before the event at the latest.

Please note: An extension will have a particular impact on the beverage flat rate and personnel costs.

- **Is it possible to extend the event spontaneously?**

In principle, it is possible to extend your event spontaneously by one hour – provided that the booking situation before and after your date allows this. So if you notice that the atmosphere is still great and you don't want to think about stopping yet, we can usually find a solution. However, we recommend that you do not communicate this option to your guests in advance, as it cannot be guaranteed – and sometimes it's nice to stop when the going is good. Please discuss this topic with us again during the detailed planning stage.

### 8.4 SCHEDULE & CONSULTATION

- **Is our planned schedule realistic and feasible?**

You can discuss the exact schedule for your celebration in a relaxed atmosphere at the beginning of the detailed planning stage with your personal event manager. Based on our

many years of experience, we will provide you with comprehensive advice – from the schedule to all the important details of your celebration.

## 9. CONTRACT DETAILS

### 9.1 RESERVATION & OPTIONS

- **What does the division into 1<sup>st</sup> and 2<sup>nd</sup> options mean?**

The appointment is reserved for the customer with the first option for as long as the offer is valid. As long as the appointment is not requested again, we are happy to extend the validity of the offer. However, if the appointment is requested by several customers and the customer with the first option has not yet made a decision, we will allocate the appointment on a first-come, first-served basis to the couple who accepts first.

### 9.2 APPOINTMENT CONFIRMATION & PAYMENT

- **How does appointment confirmation and payment work?**

If you decide to accept our offer, we will create an order confirmation. As soon as we receive this signed, we will send you an initial installment invoice for 30% of the total amount according to the order confirmation. With this payment, your desired date is officially reserved. If you do not want to make a final decision yet, we will, of course, be happy to hold the date for you until we receive another request for your desired date. In this case, we will contact you directly. You should then make your decision and be prepared to pay the deposit. A further 50% of the amount stated in the order confirmation is due 40 days before the event. We will invoice you for the remaining costs after the wedding. All further details on payment and cancellation conditions, as well as legal details, can be found in our terms and conditions at <https://glanzundgorilla.de/agb/>.

## 10. COSTS

### 10.1 MINIMUM TURNOVER

- **How is the minimum turnover defined, and what does it consist of?**

The minimum turnover is the gross amount that must be achieved for your event. From May to September, the minimum turnover on Saturdays is €20,000 and on Fridays €15,000, based on the total amount of services booked through us. Regardless of the day of the week and the season, a minimum gross turnover of €4,750 applies to food catering throughout the year. Additional services such as a photographer, DJ, or decoration can also be booked through us.

Please note that only services purchased through our regular partners count toward the minimum turnover.

### 10.2 NUMBER OF GUESTS & ADDITIONAL COSTS

- **What are the costs if there are fewer than 75 guests?**

For groups of fewer than 75 people, two chefs will be charged separately.

### 10.3 POTENTIAL ADDITIONAL COSTS AFTER BOOKING

- **What additional costs could arise after booking?**

Additional costs may arise for preparatory meetings with the event management team and – if you wish to include them in your offer – long drinks and cocktails, which will be billed according to consumption. Our personnel costs are already realistic and calculated based on our experience, so we do not usually expect any major additional costs. Billing is based on actual hours worked – depending on the complexity of the event, this can result in either a slight reduction or a small surcharge. Every event and every company is unique, so it may happen that individual employees stay a little longer or leave earlier than planned.

# 11. BILLING

## 11.1 ROLES & SERVICES

- **What does the event manager do, and what is included in the price?**

The event manager is your central point of contact for the entire planning and execution of your celebration. They coordinate the team and all external service providers to ensure that everything runs smoothly. The hours specified in the offer include the wedding day itself, including preparation and follow-up. Additional planning meetings will incur additional hours, which will be billed separately at the event management hourly rate.

- **Are only meetings for detailed planning charged, or are individual queries charged as well?**

Short queries in between are, of course, possible at any time. If your event manager notices that there are several points to clarify, a separate meeting will be arranged with you. On average, two or three meetings take place during the planning process by phone, via Teams, or in person on site. These appointments are important to ensure a smooth and successful event.

- **What does the service manager do?**

Our service managers are specially trained professionals who support the event management team on-site in coordinating the service team.

A service manager is mandatory for events with 80 or more guests or for set menus. This allows the event management team to concentrate fully on ensuring that everything runs smoothly and on the overall event during the meal. Later in the evening, the event management team hands over responsibility to the service manager, who remains on site until the end of the event.

## 11.2 PERSONNEL PLANNING & COSTS

- **How is the personnel calculated or planned?**

Our personnel costs are based on many years of experience and are usually calculated very realistically – often they end up being slightly lower. They consist of the bar, service, and setup teams and vary depending on the number of guests, the duration of the event, and the type of catering.

## 11.3 BILLING BASED ON NUMBER OF GUESTS

- **Is the billing based on the number of guests on the day of the event?**

Billing is based on the number of guests reported in writing at least 20 days before the event. If there are more guests on the day of the event, we will bill for the actual number of people. It is not possible to reduce the number of people within 20 days of the event.