



HEART OF NIAGARA
HOTELS

Wedding Block Question & Answers

What hotels are owned and managed by the Heart of Niagara Hotels?

- Holiday Inn & Suites St. Catharines Conference Centre
- Hampton Inn by Hilton St. Catharines Niagara
- Best Western St. Catharines Hotels & Conference Centre

Can you check availability and pricing for all 3 major hotels?

- We most certainly can and would be happy to look into all 3 properties or a single preferred property of choice.

How many guest rooms can I book in one block?

- We allow up to a maximum of 15 rooms per wedding block.

Can I add more rooms to my wedding block when all 15 of the rooms I have blocked get booked?

- Additional rooms can be added to your existing block, once the currently block is full. This is based on availability at the time of receiving the request.
- Please note that accommodation prices may change based on availability.
- Note that additional room can not be added past the official wedding block cut of date (45 days prior to arrival).

Can I make multiple blocks at your various hotel (Holiday Inn & Suites, Best Western and Hampton Inn) or the same date?

- We only permit one block of rooms to be contracted per offsite wedding.

When is my accommodation block cut off date?

- We have a firm cut off date of 45 days prior to the block arrival date.

Is there a required deposit to make a wedding accommodation block?

- No deposits are required.
- Valid credit cards are required in order to finalize an individual hotel booking within the prearranged room block.

Are you personally responsible for any rooms that don't get booked and remain in your block?

- Rest easy knowing that you are not held responsible for hotels rooms you did not personally book and guarantee with your credit card.
- Any remaining rooms held within the block will automatically be released at the contracted 45 day cut off.

Can hotel rooms reserved outside of the designated wedding block be accounted for towards my total room count?

- Unfortunately, no. Only those rooms booked through the wedding block will count towards your finale room count.

Check In Time

- Holiday Inn & Suites St. Catharines Conference Centre – 3:00pm
- Hampton Inn by Hilton St. Catharines Niagara – 3:00pm
- Best Western St. Catharines Hotels & Conference Centre – 4:00pm
- NOTE – Regretfully early check in is not possible. All 3 hotels are extremely busy, with over a 100 + rooms each and a tight turn around time to clean each and every room.
- We strongly recommend that if you or your guests need access to their hotel room to book an extra night (the night before) in order to guarantee your room will be ready for your arrival.

Check Out Time

- 11:00 am
- Due to a large amount of rooms checking in on your check out date, we must stick to a firm 11:00 am check out time. This gives us the time we need to have the rooms ready for our new arriving guests.

When booking a block of rooms, does that mean our rooms will automatically be beside one another?

- As much as we would like to keep all room blocks side by side, it's not something we are able to guarantee.
- When booking a block of rooms, the front desk knows you are all part of one group. Our team does all that they can to keep the group as close together as possible.

Can welcome gifts / bags be prearranged to be distributed by the front desk staff?

- Yes, we can. A fee of \$3.00 per gift bag is charged for this service.
- Please note that alcoholic beverage can not be given out by the front desk staff.

Is there a shuttle service provided from the hotel to our wedding venue?

- A large shuttle can be pre-arranged for an additional fee.
- Preferred shuttle pricing is offered to those wedding blocks that finalize with 15 or more rooms on the evening of the wedding.
- Shuttle services must be pre-arranged a minimum of 45 days prior to arrival date.

What is the price of the shuttle?

- When booking a wedding block with Heart of Niagara Hotels, a shuttle can be pre-arranged at the cost of \$500.00 plus taxes and fees.
- If a minimum of 15 rooms are reserved under your designated group block for the day of the wedding a preferred pricing of \$300.00 plus taxes and fees will be extended.

How many shuttle trips are included when booking the shuttle?

- 1 trip from the hotel to the wedding venue and 2 return trips from the venue to the hotel at the end of the evening.

Can additional shuttle trips be added on?

- Additional trip may be pre-arranged if requested far enough in advance.
- Note that additional fees will apply for the added trips.

What type of shuttle bus do we use?

- Our shuttle busses are full size school busses that seat approx. 46 people.