

# Welcome to The Inn at La Provence

If you are here, you are celebrating a special occasion in your life or for someone that is special to you. Our motto is to “Celebrate Everything!” and our mission is to produce unforgettable events.

*We ask that you take the time to read this information thoroughly so we can best provide helpful information for your event planning process and to answer common questions.*

[The Lakehouse](#) is our parent company and caterer, due to the damages caused by Hurricane Ida it is no longer operating as a restaurant.

We also have a sister venue located approximately 6 minutes from Lacombe called [Maison Lafitte](#).

## *Office Hours:*

M-F 10am – 4pm (at the Maison Lafitte Location, 402 Lafitte St, Mandeville)  
Must leave a message for us to return your call. We do not accept walk-ins.

## *First Steps!*

### **1. BOOKING YOUR TOUR:**

We offer personal or group tours. Personal tours must be scheduled with a sales manager and are offered Tuesday – Friday between 10am and 3pm. During busy seasons, our tour calendars can book up 1-3 weeks in advance. Unfortunately, we are not able to accept walk-ins. You can rsvp for a group tour, which is held after business hours once a month and are linked on our website on the page titled [Tastings, Tour and More](#).

### **2. GETTING IN TOUCH:**

We answer all emails, messages, and phone calls in the order of received. Due to limited date availability and high demand, we have this system in place to be fair to all potential clients. If you have left a voicemail or sent an email, we will respond, but it may take up to 2-5 business days. Based on our response process that we have in place, contacting us multiple times will not jump the line, in fact, it may inadvertently push back your place in line. We host fabulous events on the weekends and do not answer messages on Saturdays and Sundays. Mondays are reserved for cleaning up from the weekends and catching up on messages/emails and administrative matters.

### **3. HOLDING A DATE:**

We do award 2-week courtesy date holds. You must receive date availability and fill out our hold form, which is located on the [Forms](#) page of our website. Filling out a hold form, even after being notified that a date is available does NOT ensure the hold. We send out availability

to numerous inquiries and handle all the hold requests in order of receipt. We will notify you once the hold has been secured, our 2–5-day response time is still applicable.

#### 4. **PRICING BREAKDOWN:**

All pricing, menus, and beverage packages are located on the [Packages and Pricing](#) page of our website.

We charge a venue fee and require a minimum food and beverage revenue guarantee, which is based on the date and time of your event. Your final total will be the venue fee plus food/beverage selections, any miscellaneous items (such as time extension) times the amount of guests. All fees are subject to 8.7% tax and 20% service charge. At La Provence the overnight suites have a 7.45% tax.

##### *Formula to use for a quote:*

Food + Beverage x # of guest + venue fee x 1.287 = \_\_\_ Total

*\*If you are planning a plated dinner or off-site catering event, you can refer to our service charge guidelines listed on our menu and beverage packages. We do charge service differently for these types of events.*

***For example** - \$40 bar package + \$50 food package = \$90/person @ 100 guests = \$9000 + \$3500 venue fee = \$12500 x 1.287 (8.7% tax and 20% service) = \$16,087.50 TOTAL*

### *What to Expect Next!*

#### 5. **YOU ARE READY TO BOOK:**

Once you have secured your date with an official hold and you have made the exciting decision to host your special event at The Inn at La Provence, you can request a contract.

#### 6. **CONTRACT:**

Please reference the Q&A section of the Venue Fees and Minimums page for information regarding event timing and noise ordinance. Once you have given all your final details, your sales manager will send you a service agreement contract and this packet to initial and sign. You will have 1-week to return the signed documents and submit your deposit.

#### 7. **PAYMENT:**

We require 2 deposits. The first deposit is due upon signing your contract. This deposit is 25% of your minimum food and beverage revenue guarantee. The minimum food and beverage revenue guarantee is based on the date and time of your event.

*For example - \$10,000 minimum food and beverage revenue guarantee X 25% = \$2500 1<sup>st</sup> deposit*

The second deposit is 50% of the minimum food and beverage revenue guarantee due 30 days prior to your event date.

*For example - \$10,000 minimum food and beverage revenue guarantee X 50% = \$5000 2<sup>nd</sup> deposit*

All deposits are non-transferable and non-refundable.

Your final balance will be given to you once you submit your final headcount, which is due 2 weeks prior to the date of your event. The final balance must be paid 5 business days prior to your event date.

**We accept checks and credit cards only. We do NOT accept cash payments.**

Checks will be made out to the applicable venue or business, The Lakehouse, Maison Lafitte, or The Inn at La Provence.

*\* 4% fee will be added to all credit card payments.*

## **8. HOW TO SUBMIT DOCUMENTS AND PAYMENTS:**

Your initial deposit payment must also include the signed contract and welcome packet. All future payments must reference the Account Name AND Date of the Event.

Credit Cards will only be accepted by filling out the Credit Card Authorization Form, which is located on the **Forms** page of our website.

Contracts, Checks and Credit Card Authorizations Forms can be mailed or dropped off **only:**

***Mail:***

*2640 Monroe Street Mandeville, LA 70448*

*Attn: Sales*

***Drop Off:***

*There is a black slotted security drop box located on the rear, side, ramp door of Maison Lafitte (address - 402 Lafitte St. in Mandeville)*

All payments will be received by Sara or Krista. They will send an email receipt and fully executed contract back to you within 5 business days of receiving (if you do not see the email in your inbox, please check your junk box).

They can be contacted at 985-778-2045 (press 2 - you must leave a message on voicemail if you do not reach them) or via email ([saraeadams@hotmail.com](mailto:saraeadams@hotmail.com) / [kristaployd2025@outlook.com](mailto:kristaployd2025@outlook.com)).

***We will not cancel your event if a payment is running late, just keep in touch and let us know.***

***Please reference the venue & catering questionnaire for all other remaining due dates and document submission details so you can mark your calendar. It is located on the **Forms** page of our website.***

## *On to the Fun Stuff... Planning Your Event!*

The Inn at La Provence is excited to serve as your venue and catering vendor!

Your Inn at La Provence sales manager is available to consult you regarding food and beverage and the venue and catering questionnaire which includes venue logistics and floorplan (within the parameters of what we offer).

You are responsible for all pre-event planning, hiring, and contracting other vendors, and executing the main timeline, vendors, and details day-of your event. This may require you to assign a friend or family member or to hire a planning professional.

5 days prior to your event, you will be assigned a day-of event venue/catering manager. At that time, they will contact you to introduce themselves. On the day of your event, they will arrive on-site 3-hours prior to your event start time. They are responsible for directing our service team, setting up the floorplan/linens and food and beverage stations. They will be present throughout the entirety of your event to be helpful to your day-of coordinator/vendors and to facilitate the venue specific timeline, which is outlined in your venue/catering questionnaire.

### **Five Reasons to Hire a Professional:**

Time management

Stress management

Budget management

Access to their professional network of talented vendors, resources, discounts, etc.

Being fully present in creating your amazing memories on the event day

### **Venue and Catering Questionnaire**

This form includes helpful information to consider during your planning process and will answer lots of questions for you. It is located on the **Forms** page of our website. We recommend reviewing and getting started on this form soon after booking your date. The completed version is due 30 days prior to the date of your event.

### **Floorplans and Furniture**

We provide a full list of furniture and suggested floorplans to help you decide how you would like your event to be set up. This information can also help you plan if you need to rent or provide any additional items. Your sales manager is available to help answer questions regarding the floorplan, however any additional planning such as tent rentals and extra table/chairs would require the guidance of a professional coordinator or the rental company vendor. This information is available on the **Floorplans and Furniture** page of the website.

### **Tastings**

We host two annual tastings, one in January and one in July. The tasting is an opportunity to experience the quality and presentation of our cuisine. We do not offer samplings of the entire catering menu. Please make sure to check the dates and RSVP to the event that applies to you.

The January tasting is for events that take place during the months of February – July. The July Tasting is for events that take place August – January. You can find the link to RSVP on the webpage titled [Tastings, Tours and More](#). We do not host personal tastings, no exceptions.

### **Menu and Beverage Forms**

The Menu and Beverage Package is also the submission form and can be found on the [Packages and Pricing](#) sheet or [Forms](#) webpage. On this form you will find the pricing and selections of menu and beverages. It is due to us 30-days prior to your event. Your selections cannot be changed once submitted.

### **Guest Count**

Your final head count is due 2 weeks prior to your event. At this time you will receive a Special Event Order (SEO) outlining the food, beverage, count, and basic timeline of your event to review, approve and sign. The SEO will also contain the final balance due.

### **Recommended Vendors**

You are more than welcome to hire any vendors that you are interested in contracting for your event services. We do provide a list of highly regarded vendors who are familiar with our services and venues. This list is located on the webpage [Tastings, Tours and More](#).

### **Suites**

We have 3 on-site, overnight suites for an additional room fee.

If renting the rooms for overnight, the check in time is 12pm day-of and check out is 10am the following morning, no exceptions. You will be required to sign a separate room agreement.

All suites must be rented through the contract client directly.

<b>Acolapissa Wedding Suite (largest room)</b>	\$285
<b>Roquette Adjoining Suite (attached to the wedding suite)</b>	\$198
<b>Davis Single Suite (detached from the other suites)</b>	\$198

### **Booking More than One Event with Us**

If you book multiple events with us within the same calendar year, for example a rehearsal dinner and wedding reception, we do offer these additional complimentary perks to add-on to your packages.

#### **Buffet-Style Events Receive:**

- One hand passed to add-on to your package
- Champagne welcome drink
- Coffee Station

#### **Plated-Style Events Receive:**

- One hand passed to add-on to your package
- Champagne Welcome Drink OR Champagne Toast
- Coffee service