



F I V E P I N E

# FIVEPINE LODGE WEDDING FAQ SHEET 2026

## POINTS OF CONTACT

### Wedding & Events Director Amanda Pierce

Initial Meeting, Contract Details & Questions,  
Lodging and Room Blocks

ap@fivepine.com (preferred method)

541-585-2647

Meetings by appointment Monday - Friday

### FivePine Front Desk

Reservations & general questions about FivePine

info@fivepine.com

541-549-5900

Seven days a week

### Event Supervisor Suzen Nash

Wedding/Event Details, Food and Beverage  
Menu Planning, General Event Questions, Final  
Guest Count, Timelines, Point of Contact on  
the Day Of your Wedding and Reception.

sn@fivepine.com (preferred method)

541-549-5900 ext 101

### Shibui Spa

info@shibuispa.com

541-549-6164

Seven days a week

## BOOKING A WEDDING

### *What does the venue site fee include?*

- Access to Venue for Ceremony & Reception for a pre-determined time
- Variety of tables & bistro tables, all service ware, gift & guest book tables
- Indoor reception chairs\*
- White, black, or ivory table linens w/choice of napkin colors\*
- Complimentary Cake Cutting
- Service staff & bartender
- Set up & clean up (with the exception of decorations and rentals)
- Complimentary cabin on the wedding night

\*We do not provide outdoor ceremony chairs or benches, chair covers, or specialty linens. See Preferred Vendor List

### *What is the process for booking FivePine for our wedding or special event?*

- Hold a tentative date for up to 10 days
- Determine estimated guest count & reserve up to 10 cabins/rooms
- Signed contract & 100% of venue site fee as deposit is required to confirm date
- Next payment due 90 days prior to wedding date - 70% of catering minimum
- Final payment for catering and lodging due 10 days prior to wedding date
- Payment by check preferred - 3% merchant service fee charged on credit card payments

### *Do I need an appointment to stop by for a tour?*

- Yes, due to other events that may be scheduled

### *Do you offer discounts?*

- Rates vary based on the season and are discounted accordingly

## CATERING, FOOD & BEVERAGE

### *Who do I contact regarding catering?*

- Suzen, our Event Supervisor will assist you with all event and catering questions.
- All catering must be provided by FivePine.

### *Is there a Food & Beverage minimum?*

- Yes, there is a food and beverage minimum that applies to all weddings

### *Can we bring in our own food, beer and/or wine?*

- All food & beverage products, except wedding cake/desserts\*, must be purchased through FivePine Catering
- No leftover food may be taken from the event
- No outside beverages are allowed except wine, with a corkage fee of \$20/750ml plus 24% service charge. (Box wine is not allowed)

\*Wedding cakes/desserts may be brought in as long as prepared by licensed & insured vendor

### *When do we need to decide our menu?*

- 45 days prior to the wedding day along with preliminary guest count
- Final guarantee due 21 days in advance
- Final payment due 10 days in advance

### *Can we schedule a menu tasting?*

- Must be pre-arranged no later than 60 days prior & no sooner than 6 mos. prior
- \$15 per selection, up to 10 selections per tasting
- Based on 2 guests, additional guests may be accommodated with prior notice

***Do you have a kid's menu?***

- Buffets – children's prices are 6 through 12 – 50% of final menu price. Ages 5 and under – no charge

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**EVENT DETAILS**

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***Do you provide a wedding or event planner?***

- We provide an Event Supervisor to determine all details & menu selections
- We provide a Banquet Captain for the day of the wedding
- We do not provide an onsite wedding planner but can recommend someone

***What is a typical timeline for our wedding ceremony and reception?***

- Ceremony 4:30
  - Cocktail Hour 4:45
  - Guests Seated 5:35
  - Grand Entrance 5:40
  - Dinner 5:45
  - Toasts 6:30
  - Cake Cutting 6:45
  - Dancing Etc to Follow!
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- Event must conclude by 11pm- music must be off by 10pm if the 6 cabins closest to the conference center are not reserved (209, 210, 211, 242, 243, 244)
  - Bar service is available for a maximum of 6 hours

***What is our planning timeline with FivePine?***

- 3–6 months prior – Review your event plans and menu (can be accomplished via email or phone call)
- 2 months prior – Confirm lodging block details
- 45 days prior – final menu selections, timeline & set up details due
- 21 days prior – final guaranteed guest count due, Banquet Event Order signed & received
- 10 days prior – Final catering balance due, lodging payments due
- Final payment of any additional food & beverage charges– At the conclusion of your wedding reception.

***Who will be our FivePine point of contact the day of the event?***

- Event Supervisor or Designated Banquet Captain

***How do my vendors coordinate with FivePine staff?***

- Please provide list of vendors & contact information to Event Supervisor
- Event Supervisor or Banquet Captain will coordinate with vendors as they arrive

***Can we put together a slide show for our guests to watch?***

- Guest must bring own laptop, must be run through FP system with prior test

***What is your decorating policy?***

- Cannot hang from ceiling, chandeliers, or walls inside CC
- Candles allowed on mantle, stonework & tables in approved containers. Taper candles (candlesticks) are not allowed unless fully enclosed by glass, or unlit
- Flameless candles allowed anywhere
- No confetti/glitter, balloons, rice or bird seed
- Real flower petals allowed outside but not inside
- Silk flower petals allowed inside but not outside
- No sparklers, fire pits, or fog machines
- Any decorating requiring the use of a ladder– must be licensed/insured to hang approved décor, must bring own ladders, equipment & proof of insurance (Typically a vendor would take care of this)
- FivePine assistance available for \$100/hour, requires advance notice
- Group is responsible for any damage created by decorations for any necessary repairs
- \$100/hour will be charged for extra cleanup required, such as for glitter, cigarettes/cigars, bottles/cans

***Do you provide decorations?***

- We can recommend someone from our preferred vendor list
- All décor must be picked up by 10am day following wedding

***When can we decorate the Conference Center for our wedding?***

- Access to the Event space is available by 12pm on wedding day
- Earlier time as available with a \$200/hour fee
- Space may be available for set-up the day before the wedding, prior to 7pm, for \$200/hour fee
  - Availability is determined 7 days prior to wedding day

***Can we hold a ceremony rehearsal the day prior and/or have a rehearsal dinner?***

- Rehearsal dinners are available and must be confirmed with a signed contract– Pricing below does not include Saturdays or Holidays
- \$600 Site Fee for 3 hrs (additional time may be available for \$200/hr.)
- \$800 Food & Beverage minimum required
- If not planning on a rehearsal dinner, rehearsal space may be available if no other group has reserved the space. Can be confirmed 10 days in advance of wedding.
  - Alternate space or time will be made available if wedding location is occupied
  - Outdoor ceremony rehearsals are self-guided w/no FivePine staff present

***Do you have a sound system for bands and DJs? Do you have sound requirements for bands/DJs?***

- DJ's/bands are required to bring own sound equipment for both indoor and/or outdoor set up
- FivePine has microphones available for toasting
- FivePine does not have an outdoor sound system for music or if mics are needed
- Outdoor music is limited to low volume or acoustic music
- Max. sound decibel level for all music is 96db, applicable to indoor only. Not allowed outdoors

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## LODGING

### ***Who do I speak to regarding lodging for myself and/or my guests?***

- FivePine Event Director
- Once the contract is received, the lodging block will be set up based upon your requests and availability
- Front Desk staff can assist you and your guests with making reservations within the block

### ***What is your lodging cancellation policy for rooming blocks?***

- Guest room reservations must be made no less than 45 days prior to arrival. Any Cancellations within 30 days of arrival are subject to the full value of the reservation

### ***Can you deliver gifts to a guest's room?***

- Deliveries are available & must be arranged in advance of arrival.
  - Must be given to our front desk no later than 12:30pm the day of delivery- there is a \$6 per room charge
- Gifts cannot be given at check-in

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## FIVEPINE GENERAL INFORMATION

### ***What are your guest room amenities?***

- Complimentary use of Sisters Athletic Club
- Nightly wine reception in Main Lodge from 5pm-6pm
- Complimentary Deluxe Coffee/Tea Service served 7am-10am
- Complimentary Breakfast Delivery to Romance & Serenity cabins
- Soaking tubs & tile or glass showers
- Gas fireplaces
- Flat screen TV's
- Complimentary Wireless internet
- Private patios w/Adirondack chairs
- Cruiser & Mt. bikes & heated outdoor pool (seasonal)

### ***Can I use the Sisters Athletic Club?***

- Guests have complimentary use of the Athletic Club
- 5:30am-7:30pm – Mon-Fri
- 8:00am-5:00pm – Sat & Sun (hours may vary on holidays)

### ***Where can I get pampered?***

- Call Shibui Spa, to coordinate personalized day services 541-549-6164 or [www.shibuispa.com](http://www.shibuispa.com)

### ***Where can I grab a bite to eat?***

- Three Creeks Brewing Co., open daily, within walking distance of your cabin or lodge room [www.threecreeksbrewing.com](http://www.threecreeksbrewing.com) 541-549-1963.
- There are many restaurants in Sisters that our Front Desk staff can recommend

### ***What can I do for entertainment?***

- Visit our lobby for a list of current movie times at the Sisters Movie House
- Ask the front desk for a local trail map and enjoy the spectacular outdoors of Central Oregon.
- Check out Wanderlust tours at [www.wanderlusttours.com](http://www.wanderlusttours.com) or call 541-389-8359 for individual, couples, and family excursions
- Visit [www.sisterscountry.com](http://www.sisterscountry.com) for additional activities and local events

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## ADDITIONAL INFORMATION

### ***What is your web address?***

- [www.fivepine.com](http://www.fivepine.com)

### ***What time is check-in & check out?***

- Starts at 4:00 pm
- Before 11:00 am at the front desk

### ***Can I come early or stay later?***

- We do not guarantee early check-in or late check-out. Requests are sometimes accepted; however, we must know prior to arrival and it is NOT guaranteed.

### ***What if my guests smoke?***

- FivePine is a strict NON-SMOKING campus. We do not have smoking rooms and you will be charged \$250 if you do so. If you are hosting an event on our property, you are responsible to ensure that your guests do not smoke on the premises. You will be charged \$100 for any extra cleanup required for discarding cigarettes/cigars anywhere on campus. There is a park near the entrance street across from the athletic club that is available if needed.