



conference | hospitality venue

Frequently Asked Questions

SCHEDULING AND RESERVATIONS

How far in advance do I need to book space at the Neeley Center?

Because many meetings and events at the Neeley Center are scheduled far in advance by companies, organizations, and wedding parties, we recommend that you complete a booking request form as soon as you know the date, time, and number of attendees you expect so that we may check availability. We are happy to help you with planning and envisioning your event in advance, too.

FOOD AND EVENT CATERING

How do I arrange for food to be at my event?

Neeley Center offers in-house catering and bar service. We also allow for outside catering with a pre-qualified caterer. To request catering information and menu options, please email us at catering@terra.edu.

Can I bring homemade food or prepare food at home for my event?

No. Homemade food is not permitted in our facilities. Some pre-packaged/pre-wrapped and shelf stable food items are allowed, such as chips or snacks from the store. Please contact us for specific details or requests.

Do I get to take any leftover food home from the buffet?

No. Per the Sandusky County Health Department, leftover food items are NOT permitted to be packaged up and leave the building. Buffet foods are set out for no more than two hours for freshness and health safety reasons.





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MENU PLANNING

Do you allow outside caterers?

Yes! Vendors must be on our "Approved Caterers List". Please just ask for it.

Do you do wedding tastings?

Yes! They do cost per person, and it is based off of the menu you select.

Am I allowed to have cake and or specialty desserts from an outside vendor for my wedding or event?

Yes! We allow catered desserts from other businesses.

Can a special menu be created or customized to accommodate our tastes and/or dietary needs?

Absolutely! In MOST cases we can accommodate any request!

CHANGES AND CANCELLATIONS

What should I do if the anticipated attendance to my event changes?

It is important to contact the Neeley Center as soon as possible if the number of attendees has changed because it can affect the set-up of the room. If applicable, you should also contact the caterer to help ensure the proper amount of food at your event. If your guest count is higher than planned, a new/revised invoice will be provided to account for the extra guests. ALL guests attending an event will be charged the buffet/plate price. This includes any child over the age of 5. (Special circumstances such as extreme allergies or certain disabilities can exclude a guest from the cost of the buffet/plate.) If the count is lower than planned, the bill will remain the same as no refunds will be given. The "guaranteed guest count" is due to us 10 days prior to the event. This means we have already purchased the food and made preparations for your event and must charge as such.

What is the deadline for cancellation of a reservation?

In the event of a meeting or event cancellation, please notify the Neeley Center as soon as possible at 419.559.2115. We require at least ten (10) days' notice prior to the event date for cancellations.

FOR MORE INFORMATION

If you would like to reserve The Neeley Center or have questions about planning your event, please call us at 419.559.2115 or email dwhitma01@terra.edu.