

# *Snowglobe Special FAQs*

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Everything you need to know about the Madison Club Snowglobes:

We know there is a lot of information here, however, we want to ensure our members and their guests have everything they need to know prior to dining under the stars! For additional questions regarding our Snowglobes, please contact the front desk at 608-255-4861 or [reception@madisonclub.org](mailto:reception@madisonclub.org).

## **1. What are the Madison Club Snowglobes like?**

- We have two clear, heated Snowglobes, equipped with trendy decor, twinkling lights, a Snowglobe Concierge, and perfectly crafted food and beverage packages to leave you with an evening you won't forget.

## **2. What safety and sanitation procedures will be in place with the Snowglobes?**

- All safety and sanitation guidelines that have been implemented in the Club will apply with the Snowglobes. To see all of our guidelines, please visit our [Re-Opening Guidelines](#).
- Prior to your reservation, the globe (*and everything in it*) will be completely sanitized which is why we have a strict reservation policy we are asking all members to follow.
- We will have hand sanitizer in your Snowglobe and face masks will be available upon request.
- Just like with our dining room, face masks are required when walking through common spaces of the Club.
- All food packages will be served "family style" however, this does not mean you need to eat off of one plate. All food items will come with the appropriate utensils in order to split the food amongst your group.
- All beverage packages will come with separate glasses.

## **3. How many can each Snowglobe hold?**

- Each dome seats up to six guests with lounge-style seating, so there are coffee tables, but no "dining" table. Think of the globes more like comfy but elegant private spaces.
- If you have more than six, members will have the ability to rent the other globe if it is available.

## **4. What does an evening in the Snowglobe look like?**

- For just \$25 a person, you will receive one drink (*house wine, house beer, or rail cocktails*) and a cheese board or dessert tray proportionate to the group size.
- Members and their guests can also add on a variety of hors d'oeuvres and cocktails from our food and drink packages.

## **5. When are the Snowglobes available to rent?**

- The globes are available to rent for two-hour time periods Wednesday through Saturday from 5:00 PM - 7:00 PM or 8:00 PM - 10:00 PM.
- If members would like to rent a Snowglobe for an entire evening or for a date the Club is not open, please contact the front desk to discuss rental availability and minimums.

## **6. What happens if we are running late for our Snowglobe reservation?**

- If your party shows up late for your reservation and we have a booking following yours, we unfortunately will be unable to extend the length of your rental. Partial refunds will also not be issued for parties arriving late.

## 7. How much does it cost to rent a Snowglobe?

- Reservations are required. To reserve your Snowglobe, please contact the front desk at 608-255-4861 or [reception@madisonclub.org](mailto:reception@madisonclub.org).
- With our Snowglobe Special, there is no minimum spend or rental fee. It is just \$25 a person and includes one drink per person (*house wine, house beer, or rail cocktails*) and a cheese board or dessert tray proportionate to the group size.
- Members and their guests can also add on a variety of hors d'oeuvres and cocktails from our food and drink packages.
- If you need to cancel your reservation, we are requiring members to cancel 48-hours in advance. If you cancel later than 48-hours, rental fees are nonrefundable unless we are able to replace your reservation.

## 8. Can I rent both globes out for a private event?

- Yes, but with some restrictions. Our events expert who can be reached at [sales@madisonclub.org](mailto:sales@madisonclub.org) is happy to discuss rental options with you.
- A few things to note right away is that we are unable to move the Snowglobes and guests cannot flow freely between globes due to social distancing guidelines, tight quarters, and temperature issues that would interfere with enjoying the Snowglobe experience.

## 9. How do the Snowglobe food and beverage packages work?

- As stated above, with our Snowglobe Special each person in your group receives one drink (*house wine, house beer, or rail cocktails*), plus there is a cheese board or dessert tray proportionate to the group size for just \$25.
- If you would like to add on additional food or drinks, please select your options from the food and drink packages and send in your selections to the front desk 48-hours in advance.
- For Snowglobe reservations on Wednesday, food and beverage package selections are due to the front desk by 8:00 PM on Saturday due to the Club being closed Monday and Tuesday.
- If a Snowglobe is available with a last minute rental request, we will work with our team to determine what package we will be able to offer on short notice. Please note, we cannot guarantee we will be able to provide you with the food and beverage packages you want, however, we will work with you to ensure your night is still a success!

## 10. What are the food and beverage packages like?

- Food and beverage packages are available in four or six servings.
- The food packages are comprised of dishes such as seasonal cheese plates, mini tacos, seafood towers, and skewers. The dessert package features member favorites including churros, chocolate covered strawberries and petite towers.
- The beverage packages include anything and everything you could ever want. From Manhattans to Hot Toddies we'll have options to cool off or fire up your globe.
- Our thoughtfully curated packages are guaranteed to satisfy your entire globe group!

## 11. What if we don't pre-order enough?

- We will do our best to accommodate additional requests at the time of your reservation, however, we cannot guarantee what your group would like to add on will be available as we order all supplies in fresh to avoid waste.
- If you would like to check on the availability of additional food or drink during your reservation, please ask your Snowglobe Concierge. To keep your globe nice and toasty, your Snowglobe Concierge will not check in as often as your server does in the dining room. Our five-star service will remain the same and your Snowglobe Concierge will be just a text away if you need something! We will text you when you are seated in your globe and we will also have signage in your globe with the number you can text to contact your Concierge.

## **12. Can I change my food or beverage selections when arriving for my reservation?**

- We will do our best to accommodate food or beverage changes at the time of your reservation, however, to guarantee we can accommodate changes we ask that you contact us 48-hours prior to your reservation.

## **13. Can you order off of our Churchill's menu in the Snowglobe?**

- Members will only have access to the Snowglobe food and beverage packages as we have created this packages specifically for the globes.
- We have done extensive research to create packages that will provide you with the best experience possible in your Snowglobe by eliminating the need for your Snowglobe Concierge to go in and out of your globe. We want to eliminate the amount of times your globe door is open and closed to keep your Snowglobe nice and warm.

## **14. What is the Snowglobe attire?**

- Our Snowglobes are heated, however, please keep in mind that the globes are outside so we still recommend dressing appropriately.
- With pre-ordering we do our best to avoid coming in and out of your globe but we do want to note that as your Snowglobe Concierge or your guests enter and leave your globe, it will take a bit of time for your globe to reheat.
- On really chilly nights we even recommend bringing hats, gloves, even a blanket!
- If you do need more layers, we will have blankets available for purchase.

## **15. Is there music in the Snowglobes?**

- We will have a portable speaker in each globe that will allow for you to connect your phone via Bluetooth. We ask that you keep your music at an appropriate volume to avoid disturbing other Club guests.
- We have the right to ask you to lower your music and remove the speaker if necessary.
- If the speaker is damaged during your reservation, a charge may be placed on your account.

## **16. What is not allowed in the dome?**

- We ask that you do not move your heater. We have the globe heaters in a specific location to prevent damage to the outer shell of the dome. Any heater moved during your stay may result in a charge for damage to the shell or the frame of the dome. If you require assistance with your heating unit, please contact your Snowglobe Concierge.

## **17. What happens if a Snowglobe is damaged during your reservation?**

Although we don't foresee this as an issue, we must state that if the Snowglobe is damaged during your reservation, a damage fee may be added to your member account.

These domes are durable, however, puncturing the material is possible so please avoid touching the walls or grabbing ahold of the frame.

## **18. Will the Snowglobes ever close due to weather?**

In the case of extreme cold, blizzard, or dangerous icy conditions, we may need to cancel reservations to ensure safety and your comfort level. In these cases, we will contact you to give you the option to either reschedule your booking or receive a complete refund.

We will make every attempt to make the cancellations well in advance of your reserved time, but reserve the right to make fully-refunded cancellations in the case of emergent weather conditions at any time.

