

Wedding Banquets Frequently Asked Questions (FAQs)

Do you serve multiple dishes?

As per government laws, one dish menu will be served

What are the Hall charges?

Please contact us at 051-111-133-133 or email events@serena.com.pk.

What are the menu prices?

Menu prices will be finalized after selection of menu items.

Can we make our own menu?

Yes, you may make your own customized menu based on the given selections.

What would be event closure timings?

For lunch event the timings are 11:00am to 4:00pm;

For evening event timings are 6:00pm to 10:00pm.

Can we have our own decorator or hire an outside vendor for décor?

Yes, you may hire your own vendor.

What would be the special room rates for wedding guests?

We offer special discounted room rates to our wedding clients. For details, please contact us at 051-111-133-133 or email events@serena.com.pk.

Can we organize a musical activity, and what are the requirements by the hotel?

Yes, you may organize a musical activity. A No Objection Certificate (NOC) from DC Office is required.

Who would be our main POC on the day of operation?

The Event Manager or Banquet Operations Manager will be the point of contact for the event. For details, please contact us at 051-111-133-133 or email at events@serena.com.pk.

What would be the plan B just in case of rain?

The hotel can offer alternative date or venue subject to availability.

POST COVID-19 QUESTIONS

What is the maximum number of people we can book?

You may book 400-500 people to allow proper distancing in the layout.

What are the SOPs that the hotel is following?

All hotel services are being executed with updated health and safety protocols in line with WHO and CDC guidelines. Mask wearing is compulsory in the hotel premises. Regular sanitization and disinfection of all contact surfaces and common areas is ensured by staff. Buffet layouts are following maximum precautions. For more details, please speak to our events and banquets representatives.

How would social distancing be maintained at events?

Mask-wearing is compulsory and the layout setting at events will ensure a distance of 3-4 feet. Event halls will have a maximum limit of bookings to ensure crowding doesn't take place.