



**Ashley T.**

Neenah, WI

0 friends

4 reviews



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My husband and I recently had our wedding at The Reserve and we couldn't have been happier! Here is a breakdown of our amazing experience:

1) **Booking Process:** We started off with reservations at another local resort and there happened to be a scheduling issue/poor customer service. We then called around to a TON of local venues/resorts but no place would accommodate an elopement (just the two of us). I guess they only catered to large parties. After days of frustrating phone calls, our wonderful photographer (Sherry Hammonds Photography) recommended the Reserve. I called Guest Services and spoke with Ellen who was fabulous! Because she was so friendly and accommodating, we booked the same day.

2) **Wedding Planning:** Our Wedding Coordinator, Christine, was phenomenal! Not only was she incredibly responsive but provided superior customer service in her offerings, suggestions and flexibility. She made it so easy for an out-of-state bride to plan a wedding. I had no worries at all during the weeks leading up to the event because of all her efforts.

3) **Accommodations:** The rental cabins exceeded our expectations. They were way better than a hotel or standard resort having a large bedroom, HUGE bathroom, outdoor shower, fireplace, kitchenette and front porch. They were very well kept, clean, modern and cozy. Again, way better than standard resort rooms.

4) **The Grounds:** This community is so unique with all the amenities. Our wedding ceremony was right next to the lake under beautiful trees and had a sunset dinner by the Cypress Club Lodge. We had plenty of beautiful spots for photos. The different backgrounds and scenes made it look as though we were in completely different zip codes.

5) **Food:** Our Chef prepared a custom 7 course meal with wine pairings and it was sensational! It was great to pick everything in advance and was prepared with high quality ingredients. Our Chef came out and checked on us afterwards which was a nice touch.

Overall, this venue was the PERFECT spot for our wedding. We are so happy we did not go somewhere else as we wouldn't have had the same level of service and hospitality as we did from the reserve staff. Thank you for making our special day so memorable!

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