

## 50 Venue Questions

1. Days available and their price? See pricing information in tour folder & by email.
2. What is the rental time for the day of event? 15 hours from 9a to midnight
3. What does the rental fee include? Amenities listed in brochure (given in tour folder & by email)
4. What is excluded from rental fee? All of our amenities included are listed in the brochure & covered in the contract.
5. Is there a possibility of any additional charges before or after event? No extra costs or hidden fees
6. Is there a setup, break down or cleaning fee? No, these are all included in the total cost.
7. What do we need to clean/pack ourselves? Your vendors take everything they brought in. You are responsible for packing and taking your personal affects with you. For "cleaning", you only need to take the linens off the table and leave it bare. We will breakdown all furniture and do all cleaning.
8. What time do we need to start packing before we leave? 11p
9. How much setting up does venue do? All tables and chairs indoors and chairs outdoors. Do we need to set up chairs ourselves? No
10. If number of guests changes day of, will venue put out more tables/chairs? We set up according to your designed floor plan in the morning & all furniture is available to you in the storage closets to add or take away as you please.
11. How does bartending work at the venue? You may bring in your own alcohol, we do not have restrictions. There are trusted & fairly-priced bartending services to choose from to serve it. The bartenders provide the liquor liability insurance that covers the event. You do not need to purchase alcohol from us and are not limited by a liquor permit at the venue. (Great for controlling your budget & avoiding "mark ups"!)
12. What is the deposit? 25% Is it refundable? No When is full payment due? One month before event date
13. How many other events booked on our day? None. Just you! You'll have the entire venue to yourself.
14. Need to get wedding permits for anything? No. Some venues will require health permits for their caterer (among other permits, but this is the most common). At THE SPRINGS, you do not need to submit anything for approval at all. It's your day.
15. Cost of table linens? We do not provide linens. You may choose any provider you like and we have great recommendations!
16. Can we use any caterer we want? Absolutely! Any limitations on what the caterer can do on-site? Yes, all open fire cooking i.e. Fryers, gas, grill, or 220amp cooking is to be done in designated space (ask your manager). Also, dishes must be taken with them for proper washing.
17. Policy on alcohol? Alcohol must be served by an approved bartending company. We host open bars here with the product supplied by the client or client's bartending service. All alcohol policies are in the contract provided during your tour.
18. Policy on site visits? You have unlimited site visits, we just ask that you make an appointment so we can schedule them around scheduled events.
19. Size of reception room? 60 x 80 (not included stage or built in catering & beverage bars).
20. Number of people that can be accommodated? 320 Is this the max number of people allowed? If you have more than 320, check with the venue manager for the fire marshal max number.
21. Is there staff on site the day of my wedding? Yes
22. Parking for guests? Yes
23. How late is the rental? 12:00 midnight with the final hour allotted for vendor & client pickup & tear down.
24. How many restrooms are there? 12 Where are they? Public restrooms are just off the reception hall and the bridal & groom suite each have a private in-suite restroom.
25. Does the venue service the restrooms and trash during the event? Yes how often? About once an hour and of course, as needed or requested.
26. Are there bridal and groom ready rooms? Yes What are the accommodations in each suite? Plenty of space, TV (grooms room) tables, chairs, hanging hooks for garment bags, outlets, mirrors, vanities, sink, and private restrooms. Can the suites be locked to secure personal items when not in use? Yes
27. Plans for day of event in case of bad weather? Indoor ceremony
28. How much is the damage deposit? \$250.00 When is it due? We only collect from the account online if damage or loss of property occurs during your event. In other words, it's promissory, and you are only charged \*if\* there is damage. Of course, you will be notified in a timely manner and photos will be provided to you.

29. Sound equipment and lighting equipment? **Yes.** There is specialty lighting in the hall on dimmers, tons of exterior lamps on the porches and porte cochere for exits, and lots of landscape lighting for great night photos. An audio system with lapel microphone is included at the ceremony site & the indoor audio system is outfitted for a standard auxiliary cord to plug & play from a laptop, mobile or mp3 device.
30. Media accommodations built in? **Yes,** along with all items listed in question 28, we also have a projector screen that slides down by remote and a projector built into the reception hall ceiling.
31. Any areas we won't have access to? **No**
32. Anything we're seeing today cost extra? **No**
33. Noise ordinance we should be aware of? **No,** however we do follow county noise ordinances and there are equipment restrictions in the contract. If you will have loud or live music outside, it would be appreciated to communicate this with the manager so we can make arrangements.
34. When would rehearsal be? **Our clients rehearse during their 15-hour rental.**
35. Do you require wedding liability insurance? **No,** however we strongly encourage it & can provide you a brochure in your tour folder so you can learn more about what it covers.
36. Any overnight accommodations nearby? **Yes.**
37. Do you allow open flame candles? **Yes, they're beautiful!** For safety, we do ask that they be kept in a glass container & the wick be covered (vase, lantern, jar, etc).
38. Is there a contract signed to guarantee my date and all policies? **Yes.** Our contract is electronic and is active for 24 hours for your signature. You will receive a paper copy in your tour folder to read and ask questions.
39. Any restrictions for photographer? **No**
40. Can draping be hung from the ceiling or does it need to be stand alone? **Yes.** Any additional décor can be hung as long as there is no permanent damage. No nails, screws, staples, or sticky residue.
41. Are there any decorating limitations? **We have very few restrictions and they are related to fire, permanent damage, staining of the stone & concrete walkways, and excessive cleanup.** These are listed on page 2 of your venue contract inside of your tour folder.
42. Can we use real or fake flowers anywhere we want? **Yes and No.** You can use anything you want inside and outside with the exception of Flower Girl or Exit. Those flower petals are to be real, light-colored petals. Can we use loose flower petals? **Yes, as long as they are real, light-colored flower petals.** (The dark petals have dyes in them that stain our stone & concrete walkways).
43. Number of tables and their sizes? **Sixty total tables. 40-60" rounds, 6-8ft. rec., 2-6ft. rec., 5-highboy 32" cocktail, 2-36" sweetheart, 6-7' handmade wooden tables.**
44. How do we give you the desired floor plan? **From our seating planner app.** It's drag & drop and all to scale. You can even label your chairs for assigned seating as it has a guest list manager included. Once you're finished, email the PDF to us.
45. Prep areas for caterer, florist and other vendors to utilize? **Yes, we have a prep kitchen**
46. Is the aisle surfaced so heels don't sink into the grass? **Yes,** and the ceremony site is artificial grass so it's sturdy even on a wet day.
47. Do you provide the aisle runner (if needed) for the ceremony? **No, it's already built in with the stone pathway. Most of our clients do not use one.**
48. How many outlets are available? **Lots! Everywhere.** Plenty to support any event.
49. Best time of day for ceremony with lighting? **This depends on the time of year if you would like to plan in accordance with the sunset.** You have a full day with us, so there's no "wrong" time to have your ceremony, it's all your call. Which way does sun set on the venue? **We will show you during your venue tour exactly where it sets.**
50. Shuttle service for close hotels? **Yes, Hotel concierge services can arrange shuttle service for your guests or we have recommendations on our website.**

