



## **Event F.A.Q.**

### **Room Rental & Building Access**

#### **What is included in my room rental fee?**

Our facility rents spaces by the day. The room rate includes the tables, chairs, and basic white table linens as well as setup and cleanup of these items by our staff. Food, decorations, and other items will incur other charges.

#### **Are there any discounts available?**

We do offer a nonprofit discount as well a 10% military discount on our room rates. Other discounts are based on specials we are currently running. We do need proof of nonprofit, tax exempt, and proof of ID for the military discount to be eligible for those discounts.

#### **What hours can I use the facility for my event?**

Our rentals are based on a daily rate. The customer may have access the building between the hours of 7am and 12am unless other arrangements have been made. However, we do need an estimated arrival and departure time of your group to ensure we are properly staffed for your needs. Hours must be given to our staff at least 2 weeks prior to your event.

#### **When will my room be setup?**

Your room will be completely setup by the start time of your event. If the room needs to be set earlier than the time you have scheduled your event, please contact your sales associate to coordinate room completion times.

#### **What happens if I leave items behind after my event?**

Our staff will do our best to save any items left behind from you event. If they are not picked up within 7 days of your event, we can't ensure they will be not damaged or thrown away.

#### **Can we rehearse for our event?**

Rehearsals prior to the day of your event can be accommodated at no charge based on space availability. Minimal setup will be provided. All rehearsals must be preapproved. Any rehearsals after regular business hours are limited to a preset time at the maximum of 1 hour. If you are unable to conclude your rehearsal within 1 hour, please contact your sales associate for other options.

### **Food & Beverage**

#### **Am I required to use your food services?**

It is required that all food and beverage services go through our facility. The only exception is for specialty items such as cakes. You can select from our preset menus or develop your own custom menu with our staff.

#### **Do you offer plated meals or only buffets?**

We can offer plated meal options for groups up to 700. Multiple plate choices can be offered for groups of less than 400 that meet certain standards. Buffet options are available for any group over 35 guests.

**Are plates, silverware, and dishes included in the cost of our meal?**

Any plates, flatware, and glasses that are necessary for your meal will be included in the cost and set up by our staff according to your needs and requests. There may be a charge if items not included with your selected meal are requested.

**Do I get to try the food to pick my menu?**

We do offer food tastings every few months for events that have paid a deposit. If there is a specific day of the week or time of day that may work better for you, please contact your sales coordinator once your event is booked.

**How long will my food be out?**

Food on a buffet line that is not over a burner can only be left out for 2 hours. Any food over a burner being kept at a constant temperature can be left out for 4 hours.

**Can I take my food home at the end of the night?**

Any food items left over on the line from a buffet function can be taken home. You must provide your own containers to take home any leftover items. We are not liable for problems that might occur once the food leaves the building.

**How much does it cost to have a bar?**

We have several different options for a bar at your event. The only required fee is the \$25 per hour per bartender hired for your event. There are options for a host bar, partial host bar, and cash bar. We do only accept cash payments at our bars. A minimum of \$250 MUST be spent on your bar. If the \$250 minimum is not reached by your guests or your purchases, you will be required to cover the difference.

**Can I bring in my own alcohol?**

Due to our liquor license, no outside alcohol is allowed to be consumed on the premises. If guests bring in outside alcohol, they will be asked to take it back out to their vehicle, unopened. We can remove guests at our discretion that refuse to follow this policy. Uncorking and tapping fees are not an option at our facility.

**Decorations**

**Can I bring in my own decorations?**

Outside decorations are more than welcome to be brought in to personalize your event. Some items may be required to be brought in earlier than others to ensure our staff is able to setup everything on time for your event.

**Is there a charge for bringing in my own decorations?**

There is only a charge for any décor items that we have to assemble or hang from the ceiling. Any items hung from the ceiling may use our lift which is a \$45 per hour charge.

**Can I put on my own chair covers and ties for a discount?**

Due to time constraints we cannot allow you to put on your own chair covers and ties.

**When can I get in the building to decorate?**

Availability for your setup is based on our availability and setup timeline. Please contact your sales coordinator to schedule a time for your décor setup.

**Can I get a discount for leaving some of the décor I purchase but do not need after my event?**

We do offer some trade outs for items we can reuse if you no longer wish to keep them. Not all items can be trade and we cannot discount anything other than décor.

## Audio/Visual

### **Do we have to use your AV?**

You are not required to use our AV equipment. We do recommend utilizing our projectors and screens in our exhibit halls for optimal quality of projections.

### **Can we bring in our own projectors?**

You can bring in your own projectors. We do not suggest this for our exhibit hall rentals. A rental fee for the screen may still be assessed.

### **Do you have someone to run sound and video?**

We do have a staff member that can run sound for a fee. An outside contractor is required if you do not have someone affiliated with your event to run your video and/or powerpoints.

### **Do you have spotlights?**

We do not have spotlights, but can rent them for you for a small fee.

### **How early do I need to come in to test my computer connection to your projectors?**

We do suggest coming in as early as possible to test out your computer connection. We do not have an adaptor for Mac's at this time.

## Other information

### **Will other events be going on the same time as mine?**

Yes, we do book multiple events at the same time. We do try to avoid sound interference for our events. If you would like to reserve the entire building so no other group may rent the space, we can provide rates for that option.

### **What happens if we have major changes a couple days prior or the day of our event?**

We do attempt to accommodate any changes possible but large changes may incur a fee.

### **How many meetings do I get with the sales staff?**

We do not have a limit on the number of meetings with our sales staff. However, we suggest ALWAYS making an appointment with your sales coordinator to ensure they can devote time to your event as well as any other that may be booked.

### **What role with the sales staff I work with play at my event?**

Our sales staff will work with you throughout the process to ensure we have all your details for our needs including room setup, menu, times for food, and any other services you may request. However, our sales coordinators are not event planners and will not be in attendance for your entire event. Our other staff will be available

### **Can I create my own floor plan?**

We will take into consideration for all of your floor plan requests. However, there are times we may need to tweak the setup in order to serve you better. We have discovered some setups work better than others and allow your event to move smoother.

### **Do I need special event insurance?**

We do not require insurance from our customer for your event. We do suggest it though in case anything happens.

### **Do my vendors need insurance?**

Any outside vendor for your event does need to have liability insurance. This is to benefit everyone involved in your event.