

# FREQUENTLY ASKED QUESTIONS

## RENTAL FEES

- **What dates are available in the month I'm considering?** You may call, email, check the online calendar, or submit an information form.
- **What is the rental fee?** Party \$125, Wedding \$200, added fees: oven/stove use \$75, gas fireplace \$25, deposit \$50 – all due at time of booking.
- **How much is the deposit, when is it due, and is it refundable?** \$50 (due at time of booking) will be returned if the Center and grounds are cleaned up and restored to the condition they were in before your event.
- **What's included in the price?** Use of the building, grounds, covered picnic area, parking area; the building includes tables & chairs, high-chair, microwave, coffee urns, refrigerator, kitchen with limited cookware & utensils, hand & dish soap, toilet paper, paper towels, kitchen towels (oven/stove and fireplace usage requires an additional fee).
- **What forms of payment do you accept?** PayPal, bank checks, money orders, and cash (if not mailed).
- **Is there an additional cost for using both the Community Center and the grounds?** No.

## SCHEDULING

- **What is the timeline for booking?** You should book, submit the contract and pay your fees two (2) weeks before your event.
- **Can I inspect the venue before I book?** Yes, we can arrange a site visit prior to your event.
- **How many hours can we use the Center?** Eight (8) hours per day, but time for decorating prior to the event will be allowed.
- **When can we start decorating?** If you let us know you need to set up/decorate pre-event, we try to allow for two (2) hours the day before.

## FACILITY

- **How many people can the Community Center accommodate?** 85 maximum people allowed.
- **How many restrooms are there?** Two (2).
- **Are there changing areas?** There are two (2) bathrooms available for dressing.
- **Are the entire kitchen, appliances, and utensils available for use?** The kitchen usage includes a microwave, coffee urns, refrigerator, and limited cookware & utensils, but the use of the stove/oven requires an additional \$75 fee.
- **Are there booster seats or high-chairs available for children?** We provide one (1) highchair.
- **Do you have a sound system, microphone or podium for speeches?** No.
- **Is the site accessible for people with disabilities?** A ramp is provided to access the Center.
- **Does the Center have heating and air conditioning?** Yes.
- **Is there a phone or Wi-fi available?** Wi-Fi is available – network name and password are located on the device on the wall by the front door.

## CONDITIONS

- **Are there restrictions on decorations hung from the ceiling or on the walls?** You may hang decorations in the Center, but nails are not permitted, and all tape must be removed from the walls and ceilings.

- **Can we use candles, confetti, sparklers, animals, lawn games, bounce houses, food trucks?** In the Center flameless candles, confetti and other non-combustible devices are allowed; on the grounds, legal and non-destructive decorations and devices are allowed.
- **Can we bring our own wine, beer, champagne, hard liquor?** Yes, you may provide alcohol, but not sell it.
- **What other events are going on the same day?** There is a fenced-in Dog Park on the grounds and community members may use the Wi-Fi signal from their vehicles on the grounds.
- **Are there any noise restrictions?** No.
- **Can we park on the grass?** Yes, but purposely destroying the grass or displacing the gravel is not permitted.
- **Is smoking permitted?** Not inside nor on the front and back porches of the Center.

## **SITUATIONS**

- **What's the cancellation policy?** We prefer a 10-day notice so we can accommodate other renters.
- **What's your weather backup plan for outdoor spaces?** The Community Center is available, but the maximum occupancy is 85 and no pets are allowed, other than service animals.
- **What happens if there is an issue with the Community Center on my scheduled date?** We will do our best to resolve any problem that occurs as quickly as possible, but if not, your money will be refunded.
- **Who do we call if we have a problem?** Call 828-625-4652.
- **Is there anything we should be aware of when booking an event?** The school uses the access road and a portion of the parking area for bus drop-off and pick-up M-F 7am-8am and 3pm-4pm when school is in session, we have a fenced-in Dog Park on the grounds, and community members may use the Wi-Fi signal from their vehicles on the grounds.
- **Do you have liability insurance?** Yes.

