

CLIENT RESPONSIBILITIES



Here at Chande Pines, we want all our couples to have a priceless wedding day! Please keep in mind that behind every perfectly created vision is a lot of small details and duties that make a BIG difference! If you do not hire a wedding planner to direct the event or organize a tribe of helpful friends and family members, you will be responsible for all the following duties when renting the venue for your event. YOU SHOULD SHARE this with ALL parties that will be helping you with your day

Please see the list of client responsibilities below: Revised May 2023

- **client will have to move and or place all items that come with your package** including tables, chairs, church pews, barrels, trash cans etc. The venue is not responsible for setting up or cleaning. While moving items they are not to be dragged on the concrete or grass – Chande Pines shouldn't see any tracks upon your exit. **Requires two people to move or the legs could break**
- **Client will be responsible for all set-up, clean-up, and coordination before, during and after the event.** You can designate a person you know or hire a planner/day-of coordinator with a team. If any tables are moved outside of the covered area, items need to be put back under the venue before exiting at the end of the night. You can hire our staff to oversee your floor layout and additional setup and clean up.
- If you decide to rent the extra chairs and tables - – Note: chestnut Chiavari chairs are **not allowed** off the concrete!
- **You will be responsible for all trash, rose petals, sparklers, and cigarette butts during and after your event** - including all areas - bathrooms, prep room, venue, He Shed, Bridal Retreat, and parking lot. If any of these are found, a trash removal fee of \$300 will be deducted from the security deposit. DO NOT DRAG trash bags on concrete. Trash needs to be removed before exiting your event.
- **Professional Day of Coordinator/DOC required.** You must provide information for your professional coordinator who be overseeing the event and any issues that may arise. Need name, email, and contact number - they are required to sign liability waiver. If you do NOT hire our inhouse professional planner for 31-day service or day of coordination **there will be an additional \$300 security deposit required**, due 31 days prior.
- Client will need to designate someone to direct parking for all cars to fit properly on-site if you want to insure enough parking
- You will need to provide ice. You can store extra ice in the white coolers located in the prep space. For weddings on very hot days, we recommend you **buy 5-10 bags extra**. Consult your bartender.
- Vendor Communication- Client must contact all vendors to confirm details. **Please provide a list of vendors, proof of insurance and your bartender's bar cards 2 weeks prior of the event.** (Name, email, and contact number) Vendors are required to sign our liability waiver. Their actions could result in you not receiving your security back
- All candles are required to be in a holder to catch the wax. If wax is found on vendor property or rentals, you will **not** receive your \$350 security deposit back.
- **Prep Kitchen** – Cooking inside is not allowed. There's NO ventilation, fire hazard. You are responsible to communicate with your vendors. ALL food should be cooked prior to arriving or cooked outside of prep kitchen with the door CLOSED
- **Golf Carts** - You are welcome to bring your own golf cart to be used to get back and forth. Chande Pines' golf cart isn't included with the package. **Must stay off grass, ceremony area, bridge, and concrete** Extra security deposit of \$300 and Waiver will be required of who's driving golf cart. Golf carts are NOT allowed on grass, bridge or under venue – Security Deposit will NOT be returned if rules are broken
- **Grass / concrete** - No cars, trucks, golf carts, should be on the grass or concrete
- All items that you moved needs to be put back under the pavilion- chairs, tables, barrels, church pews, extra tables and chairs and any other furniture pieces. Linens placed in proper bins.
- Venue areas include the Ceremony Space, Reception Pavilion, Restrooms, Prep Space, Parking Area. Please do not leave any tracks in the grass or on the concrete. Ensure all areas are free of trash, personal items, food/drinks, and cigarette butts. Each area should be left tidy and in the same state as you found it. All items included with the venue must be placed neatly back under the pavilion. Nothing should be broken or damaged to receive your \$150 / \$350 security deposits back.
- Security Officer: Not required at this time but policy can change at any time without any notice if we feel the need for one for guests' safety.
- Vendors: If your vendors leave cigarette butts, area unclean or damage, you are ultimately responsible. Ensure they sign their liability waivers (this can be sent electronically) and that they understand not to leave anything behind. This includes but is not limited to dumping drinks/sauces/food in the grass, damage to the driveways and walkways from food trucks, leaving trash in their work areas. Your \$550 deposit will be kept as a cleaning fee if this occurs. Be sure they know!
- By Signing this form and / or Chandes Contract, I am stating that I understand Chande Pines is not responsible for any of my event setup, cleanup, wedding planning, placement of event furniture and that I am responsible for removing all trash, cigarette butts, and personal property by the exit time of my paid package or I am responsible to hire someone to complete all these tasks. For each hour that Chandes team has to oversee due to being left on the property, trash, or any items are left not cleaned or placed in the designated areas the client will be charged \$150 per hour.

Print: _____ Date of Event: _____ Day-of DOC: _____

Sign: _____ Date: _____ DOC Phone#: _____