


GENERAL INFO

- **PAYMENT:** Upon reserving your date and signing your contract, half of your balance is due to SAVE YOUR DATE, it is **non-refundable**. The full balance of your contract must be paid in full **31 days prior** to your event. No refunds regardless of ANY REASON, we are saving the date for YOU, which means we are NOT taking any clients on that date. If you chose to cancel you are forfeiting your save the date deposit
- **\$150 rehearsal dinner / \$350 SECURITY DEPOSIT:** Must be paid **31 days prior** to your event. The security deposit is *refundable* if the venue and its contents are clean, undamaged and all contract requirements are met. Could take up to two weeks before returning.
- **EVENT INSURANCE:** All clients are required to purchase event insurance. You can use whatever company you prefer. Proof of insurance must be sent to the Venue Director no later than 2 weeks before your event.
- **RESCHEDULING / Change the date:** Any event that is rescheduled within *5 days* of the date specified in the contract will result in an **additional fee \$500.00** to change the date
- **Holiday Booking** – an extra \$350 fee is required if you book on a holiday or a holiday weekend.
- **TRASH:** Clients are required to take all trash to the dumpster. *If you do not remove it, a \$300 trash removal fee will be charged.* We recommend you have someone to oversee through the night, DO NOT drag trash bags over concrete - we have 4 trash cans with wheels available to use. **Boxes need to be broken** before putting them in the dumpster. All trash needs to be taken care of before exiting the venue on event day.
- **Marriage License - We are in Bulloch County – if you are out of state you are required to get ML from Bulloch County NOT Pembroke, which is Bryan Co.**
- **SILK ROSE PETALS, Glitter, Confetti, or stray Hay - Are NOT allowed.**
- **KIDS:** Clients are more than welcome to have children attend their event; however, we are not kid safe. We have customized our venue to create our clients' visions, not for children. All children 12 years old and younger must be always accompanied by an adult. Please keep in mind that any damage to venue landscaping, rentals, structures, or anything else on the premises will be the financial responsibility of the client.
- **PETS:** We know that your pets are a part of your family. Our clients are welcome to include their pets in their big day. Please ensure all your pet's *business* is cleaned up prior to exit time to ensure full return of deposit. Pets need to be kept on leashes whenever they are not participating in the ceremony or photos. Service animals are always welcome.
- **QUIET HOURS:** County regulations require loud noise and music be turned off no later than 9:59pm sharp on Fridays and Saturdays. Music off by 8:59pm on Sundays – Thursdays
- **Music:** Music system must be able to be adjust **decibels** levels and base, or system is not allowed.
- **Crockpots and slow cookers** - They should not be presentable to guests and only 2 are allowed in the prep kitchen to prevent electrical issues.
- **Prep Kitchen** - there is NO access to cook inside the prep kitchen. Caterers can NOT bring electric cookers to cook inside prep kitchen. It's not designed to cook in due to NO ventilation, creating fire hazards. They are welcome to set items up outside with propane.
- **ICE:** Clients will be responsible for providing all the ice needed for their events. We do not have ice on-site.
- **SMOKING/VAPING:** Smoking is allowed in designated areas only. Vaping/Electronic **cigarettes are NOT allowed under** the pavilions. All smoking must be done in smoking areas. Clients are responsible for cigarette butts left **anywhere** on-site by their guests and will be charged a \$300 cleaning fee if any cigarette butts are found on-site starting your arrival, during and following your event. Your security deposit WILL NOT BE RETURNED
- **CANDLES/SPARKLERS:** Open flame candles and sparkler exits are allowed but policy can change at any given notice. Candles must have a protective barrier plate to ensure wax does not get on venue property and rentals. All sparkler sticks must be disposed of properly.

- Only **20-inch sparklers** are allowed, anything longer will not be allowed to use during the event. If these guidelines are not followed the client will be charged a cleaning fee and the \$500 security deposit will not be returned. **Sparklers should NOT be tossed in flower beds, ground, pond, or trash can.**
- **SECURITY:** It is not required that you hire a security officer currently. We hold the right to change this policy at any time.
- **BRIDGE:** No golf carts allowed, all kids should be accompanied by an adult, children will be asked to remove themselves if caught without adult
- **GRASS:** Vehicles, Golf Carts, Food Trucks, and ATVs are **NOT** allowed to drive on the venue grass or concrete. All must stay on the pavement or dirt roads. Please talk to venue staff if issues arise to get to a resolution.

Q: What happens if it rains on the day of my scheduled event?

A: The ceremony or uncovered events would need to be moved under the covered areas. The client needs to have people or a coordinator to execute a “flip” from ceremony to reception. The venue staff will not be responsible unless hired to do so for an additional fee. If the client does not want to do so, the client is more than welcome to rent a tent at their own expense from a local tent rental company.

Q: Can I have my rehearsal dinner on-site?

A: YES! It is great to have the rehearsal dinner on-site. An additional \$150 security deposit is required, and the client must ensure the venue space is cleaned, swept and all trash is removed before exiting that evening or the \$150 security deposit will **not** be returned.

Q: What is your alcohol policy?

A: Clients are required to supply their own alcohol or decide for a mobile bar service with a liquor license and safe serve certification. If you supply your own alcohol, you must also supply cups, bar napkins, straws, and ice. **Glass bottles are not allowed to be served to guests.** Additionally, you must hire Safe Serve Certified Bartenders for your event. After the bar is closed guests should NOT be behind bar helping themselves. Alcohol is not to be passed out to radium guests at the end of the night. If caught they will be asked to leave. Alcohol should NOT be served to vehicles in the parking lot. If a guest brings their own alcohol it needs to be taken to a bar to be served. No alcohol is to be SELF SERVED. Anyone breaking alcohol regulations will be asked to leave property.

Q: How many bartenders do I need?

A: The types of alcohol served, and the number of guests is factors in how many bartenders you should have on duty. Requirements for how many bartenders and set ups are required: 1 Bartender (0-65 guests), 2 Bartenders (70 -150 guests), and 3 Bartenders with at least 2 bar set ups (150-200 guests) if you are serving mixed drinks and beer/wine. If you are serving mixed drinks 3 bartenders from 75 - 150 is recommended for the first 2 hours. Please ask us if you need help determining what would be best for your event.

Q: Do I have to hire a caterer, or can I have a friend/family member provide the food at my event?

A: We do not require you to hire a licensed caterer, whoever you have provides your food they must sign a liability waiver. Food must be fully cooked before arriving on-site. We do not have an oven, stove, or microwave. We do have a service room with counter space and an industrial sink that can be used, however, it must be cleaned and in the same condition you found it before exit time. If they abuse the rules this will result in not getting your \$150 / \$350 security deposit back

Q: Am I required to use specific vendors, or can I hire any vendor I want?

A: No, you are not required to hire specific vendors, however, we do have a list of vendors we have great working relationships with, and you are required to hire a professional planner. You must sign contracts with all individual vendors and all vendors must sign Chande Pines’ liability waivers and submit them to the Venue **2 weeks prior** to your event. We can do this electronically - please provide the name, email, and number of each vendor. **If you do NOT hire our in-house professional planning services, there will be an additional \$300 security deposit.** We are incurring issues and damages when there is no professional presence during events.

Q: Can I rent a golf cart from the venue?

A: No, the golf cart cannot be rented by couples/clients to drive themselves. You may hire the Chande staff to drive you around for an additional service fee of \$150. 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 \$350 security deposit and Waiver will be required of who's driving golf cart. Security Deposit will NOT be returned if rules are broken.

Q: Can we create our own Floor layout:

A. The Client is required to create their vision with furniture that comes with the Chande Package - Tables and Chairs are NOT to be dragged, requires two people to pick up tables. You should NOT stand on chairs or tables. **Chande's team can be hired to do this.** Chairs are NOT to be removed from the venue. Anything moved should be put back under the venue before exiting for the night. Reminder you may want to have someone make sure the pews are cleaned on the wedding day - we are outdoors, and things happen in nature that we can't control.

We reserve the right to add or make changes to any of our policies. Due to the actions of others, we find that we have to update policies and procedures on a regular basis.

Updated: November 2023