

Lake House Policies & Procedures:

Portraits: Engagement and Bridal portraits sessions are available by appointment and are free of charge. Appointments are during the week during normal business hours. You may get dressed for portraits in our dressing room.

Rehearsal: Day-of rehearsals are included in your ceremony package. Rehearsals that are scheduled beforehand are on either the Thursday or Friday before your event. Rehearsals on a different date from the wedding are a \$125 charge. Date and times will depend on availability and events booked before yours. Normally, they are at either 3, 4 or 5pm. Your minister, DJ, and/or photographer do not need to be present at the rehearsal. Your rehearsal does not include a dinner party with food. You must book and pay for that in addition to your event. You must provide a list of who is walking with whom BEFORE your rehearsal. This will ensure the rehearsal is completed in a timely manner.

Ceremony: We will set up white chairs outside and ballroom chairs inside for guests. The amount of chairs will be the guest count minus the wedding party and vendors. No silk or freeze dried rose petals are allowed to be thrown on the property. Fresh rose petals (white only) are allowed. A rose petal border down the aisle may require a \$100 clean up fee to be charged. If you are not using one of our Ministers, please provide us with a copy of your ceremony script.

Communications with Lake House and Client(s)/3rd party vendors: After your initial tour, you can schedule a time to come by and pick out your decorations, discuss menu selections, floorplan, timeline, etc. We are available via email anytime. We will respond during office hours promptly. From Friday through Sunday, responses may be delayed because we will be working events. Please call 225-248-6177 and leave a voicemail if you need immediate response from us. The voicemail will be transcribed and sent to management cell phones. If you need to meet with us for a specific reason, you must make an appointment. We are in between the office and venue locations all day. Dropping in does not guarantee we will be available. You are welcome to bring payments to the office during our normal office hours. Please make an appointment or call when you want to come by. We do not have a mailbox at the venue, so please use our PO box address for sending payments. If you want to drop the payment in the black mailbox at the office after business hours, you may. Please email or call us and let us know that you did that so we can get the payment before the mail carrier comes by for the day. Do NOT put cash, Money orders or certified checks in the mailbox at the office.

Vendors: Outside vendors are welcome but must be approved by Management. Any DJ other than our vendors are required to have liability insurance and sign a vendor agreement with Lake House. You may purchase one day event liability insurance from online vendors if your vendor does not already have liability insurance. Lake House must be listed as an “additional Insured” on the policy certificate. Any damages to our venue caused by your vendors must be paid for by you or the vendor. All set up and clean up times for vendors must be coordinated with Lake House. Please see vendor agreements for more details.

Drone Vendors: These vendors are required to have a business license and insurance, they must provide proof of documents and sign a vendor agreement.

Wedding Planners & Day-of Coordinators: These vendors are also required to sign a vendor agreement with Lake House. A LH Day-of Coordinator is already in your package you paid for. If you choose to hire an additional one, they will be required to work with the LH staff member. Day-of duties will be agreed upon between the two parties. LH’s staff member is in charge and has the final say on all decisions regarding the event. Our goal is to give you the perfect day for your event. We ensure this happens by over 20 years of experience and love for this venue and its Clients. We include one meeting with your planner/coordinator to discuss your event. All communications beyond that must be in writing via email. Any changes

to your event must be made in writing via email by the client, not the planner/coordinator. Our contract is with the client, not the 3rd party vendor.

Guest count: Everyone, five years and older, are counted as a guest. Your guest count includes anyone who stays for your event (Wedding couple, Officiant, DJ, Band, Photographer, and wedding party). Your final count is due thirty days before your event. If your count increases once you have made your final payment, just let us know so we can prepare accordingly for food and staffing. The day of the event, if the guest count is over, you are responsible for the extra guest cost. Overage charges must be paid within the first hour of the event via credit card (card present) or cash. Substitutions to your food and/or event may be made to accommodate your overage of guests. Security and LH management are responsible for counting your guests. You will be notified right away and given an overage form if you are over at the event. If you choose to “check” guests in for the event, you must have a family member to do that. An additional cost of \$75 is required for a Lake House staff member to stand there with them. If you prefer a security person to check the guests in with your family member, there is an additional fee of \$250 for that.

Payments: Initial deposit/partial payment of 25% of the event total is due to book your date. The remaining balance will be divided into monthly payments with the final payment due one month prior to your event. 20% service fee and current taxes are added to all prices except flowers, DJ, cake, photo booth, uplighting, minister, car rentals. We accept cash, check, Money orders, Certified Checks and credit cards. A credit card processing fee of 3.5% applies to all payments made via this method. All payments are non-refundable. Late payments are subject to a \$75 late fee.

Linens: White table top linens are provided. A choice of ivory, gold, champagne, gold/silver striped, chocolate, black, navy, lilac, green and red are available for bottom linens. Table runners are available in 20 colors. Any Lake House linens that are damaged from your decorations or guests must be paid for by the client. Blue, black, red and green cake icing stains linens. Please keep this in mind when ordering your cake and/or desserts. Candle wax damages linens. Linen replacement costs range from \$5 for runners and up to \$100 for table skirts. There is a \$200 damage deposit required for linens if you are using real flame candles.

Decorations: Table centerpieces (silk arrangements or lanterns) are included in your reception package or you may bring your own. No open flames allowed without approval. As stated above, there will be a \$200 damage deposit required for open flames. This will be refunded the following week after your event if there is no damage to the linens. No silk or freeze dried rose petals are allowed as decorations inside the venue. Real rose petals inside on tables must be white. Confetti, glitter and anything that would cause a slip hazard are not allowed, this includes portable dance floors. Persons decorating the venue are responsible for cleaning up after themselves. They must sweep and mop, if needed, after they set up their decorations.

Decorator Vendors: These vendors are required to have liability insurance and sign a vendor agreement with Lake House. Decorator vendors that require additional set up (more than two hours before) or break down (more than 30 minutes after) times will require an additional fee. Decorators setting up large throne chairs for wedding couples must remove them right away after the event ends from the ballroom to the porch and pack them up outside so our staff can start cleaning the ballroom. We have no storage on-site. Before you hire decorations from vendors, check with us to make sure they are allowed. Any policy we have if because an outside vendor damaged our venue and went against our agreement. These policies are to ensure the flow and quality of your event.

These are some examples of questions we get often from decorators:

Can you repaint the walls or the venue?

Can you remove the chandeliers?

Can we remove the paintings from the walls?

Can we remove the furniture and/or chairs?

The answers to these above mentioned questions are yes BUT you will have to pay Lake House to hire an approved contractor to perform these services before your event and after before the next scheduled event. We have zero storage here, a moving company will be hired to take items to a storage facility and return them to the venue. All of these costs, you are responsible for. Electricians have to be called in to take care of that portion. All of these vendors will be charging for the late night load in and set up portions of these requests.

Can we remove the curtains from the walls? No, they may not be removed.

Can we attach items to the walls and/or the railings? This cannot be done at any time. You have to rent pipe & drape.

Can we have cold sparks or fog inside the venue? No, these items are hazardous and may only be done outside.

Can we hang a wedding cake from the ceiling? No, this is dangerous for many reasons.

Arrival: Clients are permitted to arrive at least two hours before the event. Additional time may be arranged with your coordinator depending on availability due to scheduled events. An additional fee may be required. If the schedule allows, you may purchase additional time in the dressing rooms for \$150 an hour. This must be booked ahead of time. This does not mean the decorator can set up during that time. Earlier set up for decorator vendors must be scheduled separately.

Cake: Cakes may be delivered no earlier than two hours before your event. Lake House will cut and serve your cake at no extra charge. If you would like the top of your cake saved, please let your wedding coordinator know. You must coordinate flower decorations on your cake to be done by your florist after the cake is delivered. Lake House cannot guarantee that we will have a staff member on site who is a florist to decorate your cake for you unless we are aware. We take no responsibility for your cake. It must be placed by the bakery on the cake table and cannot be placed into our cooler for any reason. If you have a decorator bringing special linens for your cake, you must coordinate the cake delivery with the time the person has the linens set up. We will not move the cake after it has been placed on the table. If you choose to use an outside vendor's table for your cake, Lake House cannot perform the cutting and serving of your cake as we cannot guarantee the stability of the vendor's table. We provide a special cake table which is extremely sturdy to ensure that your cake table will not fall over. Cake tables must be at least a 4' round table. No bistro or sweetheart sized tables. You will need space around your cake for bouquets, glassware, knife/server and for cake plates. Cake vendors must deliver cake boxes for the top of cake and left over sections of cake. We do not keep these in stock. If you do not have this, the cake will be saran wrapped.

Personal Items: Items you bring in must return with you after your event. Guest book, photos, cake knives/servers, champagne flutes, gifts are some examples. Lake House does not take responsibility for any damage to your personal valuables during or after the event. All personal items must be removed within 30 minutes after your event so we can start cleaning the venue. Please assign a family member to be responsible for your items being packed and taken home after the event. Please bring a card box for your gift table to secure those items. We do have cameras on the property but we will not be supervising these items during your event.

Menu items: Prices listed are subject to change in the case of extreme market variances, not to exceed more than a 5% increase. Substitutions may need to be to food orders in the case that a particular item is not available.

China/Napkins/Glassware: All food service is served on white china including cake. Paper beverage and dinner napkins are provided at no extra cost. You may upgrade your napkins to white linen for an additional fee. Bar services include glassware. Plastic cups would only be used for an outside bar or for children depending on the type of event.

Formal exit for wedding couple: No rice, bird seed or sparklers/fireworks may be used. Cold spark machines may be used outside only from a licensed/insured vendor. No silk or freeze dried rose petals are allowed. Fresh rose petals in white may be thrown with a \$100 clean up fee. Bubbles, bells, glow sticks, ribbon wands are the most popular items for going away.

Money dance: Please remember to bring pins and a money bag/purse for the money dance. You are responsible for taking and putting these items away after use.

Guests/Wedding party: Your wedding party and guests are required to act responsibly. Any guest(s) not behaving respectfully to you, our staff or other guests will be removed from the property by BRPD/security. You and your guests are not allowed to bring alcohol onto the property. This also includes alcohol being brought into the dressing rooms and the wedding party before the ceremony. If you are found to have brought any outside alcohol into the facility or onto the property, you will be charged a \$500 fee immediately. All alcohol must be purchased and served by Lake House staff. This is to ensure everyone is drinking responsibly and in accordance with all local/state laws. Guests will be warned once about drinking their own alcohol and the alcohol will be taken. After that, they are escorted off the property if they continue to disobey rules. These policies are to protect you/your guests, our staff and facility. You may not consume alcohol on premises before your event from our bar. We want you to be sober for your ceremony and again, alcohol must be monitored and served by our bartender(s). Guests cannot regulate/serve themselves properly if intoxicated. Our insurance requires all alcohol be purchased through Lake House. Lake House reserves the right to shut down your paid bar services if guests are consuming outside alcohol. There will be no refund for the paid bar package. Please make sure your guests understand they must follow the rules.

Event requirements: With using our catering, there is no facility rental fee. Pricing is based per person on the menu and bar package you choose. Events on Friday evenings must be a minimum of \$5,000 to \$7,500 for food/beverages in certain months. All events on Saturdays must be a minimum of \$5,000 to \$7,500 for food/beverages in certain months. Event times for Saturdays are either Afternoon (1:00 pm) and Evening (7:00 pm) times. Some exceptions apply. If you want to start your event on a Saturday during the late afternoon, such as 5:00 pm, the minimum for food/beverage is \$15,000. This minimum is required because we will only be able to book one event that day to accommodate your time preference. All events less than 50 guests are allotted two hours not including setup time. All events for 50 or more guests are allotted three hours not including setup time. Wedding ceremonies add an additional thirty minutes to the standard event time. All events starting at 1:00 pm or later or with an alcohol bar package or a wedding reception are required to have security at a cost of \$250 for evening. Security may only be scheduled through Lake House. Any wedding event is required to have security whether alcohol is being served or not. You are not allowed to have a family member/friend to serve as security for your event. Additional event hour pricing: \$500 with soft drinks OR \$500 plus 1/3 of the bar total with bar package. Additional fees for security, DJ or other vendors may apply to extra hour costs. Depending on the guest count of your event, another officer may be required at an additional cost.

Buffet style events: Self-served by your guests. Entrees and carving stations are served by our staff. Other items may be served from the buffet depending on the event. We will box up remaining food items for you to take home. Standard seating table set up is casual style, inside the venue and on the porch. More tables may be added if stock is available. You may be required to pay a rental fee if your set up exceeds our in house quantity of tables/chairs.

Served meal events: Served by our wait-staff at the tables. You may choose to have a dessert and coffee station for your guests to socialize during your event. All food is prepared one plate per person (one salad, one entree, etc.) We offer children's plates at a discounted rate. At this type of event, there will be a seat for every person. Type of tables and chairs will depend on the number of guests to be served. A set up fee of \$250 applies.

Bar services: All alcohol bar services end 15 minutes before the event is over. This is to ensure that guests have had time to finish their drinks before leaving the venue. Guests are not allowed to consume alcohol after event end time or take any alcohol off the property. You cannot bring home opened liquor bottles as this is an “open container” law offense. Per person bar packages are for alcohol to be served during your reception only. Additional bartender cost is \$75. (required if the guest count is over 150 ppl). 2nd bar set up cost is \$350 (May be required if guest count is over 150 ppl, depending on package).

Additional services included in all our reception packages:

-Personalized Butler service for the Wedding couple or for Guest(s) of honor.

This means we will be “taking care” of you. Bringing you drinks and food, letting you know when it is time to do activities at the event, checking in with the immediate family members throughout the event, etc.

-Event coordinator to direct your set-up, timeline and clean-up. This is a Day-of coordinator.

-Amateur candid video and photography by Lake House staff

Videos and pictures will be edited and emailed to you the following week after your event. We will take pictures and videos at your event for documentation purposes (required) and social media. If you do not want us to post pictures/videos after your event, you must inform us in writing via email. We will do our best to capture your special moments via video if you do not have a videographer. We are using a company cell phone. This is not high quality professional footage. We cannot guarantee to capture certain moments. We will be working your event and capturing moments as we can.

Payments: We do not have a mailbox at the venue. You must drop your payment at the office or mail it to
PO Box 41581 Baton Rouge, La. 70835

These policies and procedures apply to your signed contract.