

## **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 Bridal portraits in our dressing room.

**Rehearsal:** Rehearsals are scheduled the Thursday or Friday before your event. Date and times will depend on availability and events booked before yours. Normally, they are at either 4 or 5pm. Your minister, DJ, and/or photographer do not need to be present at the rehearsal.

**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.

**Vendors:** Outside vendors are welcome but must be approved by Management. Any DJ other than our vendor (PSS) is required to have liability insurance. You may purchase one day event liability insurance from online vendors. Lake House must be listed 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. 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.

**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 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.

**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% gratuity and current taxes are added to all prices except flowers, DJ, cake, photo booth, uplighting, minister, car rentals. We accept cash, check, and credit cards. A credit card processing fee of 3.5% applies to all payments made via this method. All payments are non-refundable.

**Linens:** White table top linens are provided. A choice of ivory, gold, champagne, gold/silver striped, chocolate, black, navy, 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 right away. Blue, red and green cake icing stains linens. Please keep this in mind when ordering your cake and/or desserts. Linen replacement costs range from \$5 for runners and up to \$100 for table skirts.

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. There will be a \$200 damage deposit required for open flames. 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.

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.

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. 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.

Personal Items: Items you bring will 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. Please assign a family member to be responsible for your items being packed and taken home after the 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 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. 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 photos.

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: 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 security. You and your guests are not allowed to bring alcohol onto the property. 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.

Event requirements: 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 \$5,000.00 for food/beverages in peak months. All events on Saturdays must be a minimum of \$5,000.00 for food/beverages in peak 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 \$10,000. 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 are required to have security at a cost of \$100 for afternoon or \$200 for evening. Security may only be scheduled through Lake House.

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 Services or other vendors may apply to extra hour costs.

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, restaurant style. 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,

These policies and procedures apply to your signed contract.