

# **FACILITY RENTALS – FREQUENTLY ASKED QUESTIONS**

## **GENERAL QUESTIONS**

### **CAN I TOUR THE PROPERTY WITHOUT AN APPOINTMENT?**

No. The gatehouse will not provide complimentary access to the property without a scheduled appointment with a TNCA Events Coordinator. Please contact [rentals@ncarboretum.org](mailto:rentals@ncarboretum.org) or 828-665-2492 ext. 235 to schedule a tour.

### **WHAT IS INCLUDED WITH MY FACILITY RENTAL?**

- 7 hours on property – includes set up and breakdown time.
- Rain plan location determined by TNCA Events Coordinator.
- 1 TNCA Events Coordinator on site during event to assist with facility logistics.
- Assorted tables and natural wood folding chairs with padded seats.
- Set up and break down of all TNCA owned tables, chairs, and rental equipment.
- Golf cart transportation between sites for elderly, and handicap guests.
- Directional signage.
- Complimentary parking.

### **WHAT IF IT RAINS?**

A rain plan location is selected by TNCA Events Coordinator and determined by guest count and building availability. Final call for movement indoors is made by TNCA Events Coordinator at 12:00 PM on the day of the event based on up to date weather forecast. The meeting organizer or event coordinator will be notified immediately should a location change occur.

### **HOW DO I SECURE A DATE?**

In order to secure a Facility Rental date, TNCA requires a 50% deposit of the total facility rental usage fee, a \$1,500 refundable security deposit, final site selections, guest count, and signed copies of TNCA's Facility Rental Booking Packet. The final remaining balance is due within sixty (60) days of the scheduled event.

TNCA accepts cash, check, American Express, MasterCard, Visa and Discover. Checks should be made payable to The North Carolina Arboretum Society.

### **WHAT IF I DON'T KNOW MY FINAL GUEST COUNT AT BOOKING?**

A guest count estimate must be provided at the time of booking to determine appropriate event sites and rain plan location. TNCA will not hold sites until your guest count is finalized.

# FACILITY RENTALS – FREQUENTLY ASKED QUESTIONS

## GENERAL QUESTIONS (CONT'D)

### **ARE CHILDREN CONSIDERED PART OF MY GUEST COUNT?**

Yes.

### **DO YOU HAVE LODGING RECCOMENDATIONS?**

A TNCA Events Coordinator can provide an area list of lodging options.

### **WILL THE GENERAL PUBLIC HAVE ACCESS TO MY EVENT SITE?**

Our property is open to the public during the following times:

November – March                      8:00 AM – 7:00 PM, gate closes at 6:00 PM

April – October                         8:00 AM – 9:00 PM, gate closes at 8:00 PM

TNCA Event Staff places appropriate signage surrounding your selected sites and monitors general public activity to ensure your event remains private.

### **DO I NEED SPECIAL EVENT INSURANCE?**

Liability Insurance is required for the event with a minimum coverage of \$1,000,000.00 required. The insured party must be the client being billed for the event. If you do not have a Certificate of Liability Insurance, coverage can be provided under TNCA's blanket policy for \$75.00.

### **CAN OUR GROUP HOST A FUNDRAISER?**

Groups are welcome to host fundraisers on Arboretum property. The 25% non-profit discount does not apply to fundraisers.

# **FACILITY RENTALS – FREQUENTLY ASKED QUESTIONS**

## **FACILITY QUESTIONS**

### **IS TENTING PERMITTED?**

If tenting is desired, the Arboretum will submit for a proposal for executive approval, determine appropriate tent size, contract the vendor, manage installation/breakdown timeline, and invoice the client.

### **HOW MANY TABLES DO YOU HAVE?**

A TNCA Events Coordinator can provide an inventory/rental list.

### **ARE PETS PERMITTED AT FACILITY RENTAL EVENTS?**

Only service animals, as permitted by law, are allowed in TNCA buildings. TNCA gardens and trails are dog friendly. Dogs must be on a leash at all times. Owners must clean up after their pets.

### **IS SMOKING PERMITTED?**

TNCA facilities are smoke free environments. Smoking is permitted in designated areas only.

### **IS THE FACILITY HANDICAP ACCESSIBLE?**

Yes, a TNCA Events Coordinator can provide a map of handicap accessible routes per your selected event sites.

### **IS THERE RESTROOM ACCESS IN THE GARDENS?**

Guests attending outdoor events will be directed to the building closest to the outdoor event site(s). All TNCA restrooms are handicap accessible.

### **CAN I LEAVE PERSONAL ITEMS FOR PICK UP AFTER THE EVENT?**

No, all items must be taken off property directly following the contracted event end time.

# **FACILITY RENTALS – FREQUENTLY ASKED QUESTIONS**

## **TIMING/ARRIVAL QUESTIONS**

### **AT WHAT TIMES CAN MY EVENT TAKE PLACE?**

Facility Rental events are available during daytime hours in only two sites – the Auditorium and the Outdoor Events Amphitheater. Facility Rentals in all other available sites must begin at 5:00 PM or later. All Facility rentals must end by 11:00 PM.

All events must begin prior to posted TNCA incoming property gate closure times. Guests and vendors will not be granted access to the property once the incoming gate has closed. The exit gate will remain open until your events contracted end time.

November – March	Incoming gate closes at 6:00 PM
April – October	Incoming gate closes at 8:00 PM

### **CAN OUR EVENT END LATER THAN 11:00 PM?**

No. All guests must be off property by 11:00 PM due to the noise ordinance.

### **WHEN WILL I HAVE ACCESS TO THE PROPERTY?**

Facility Rental organizers and vendors are permitted on site 2 hours prior to event start time on the day of their event. All other guests of your event will not be permitted on site prior to your contracted event start time.

### **HOW DO MY GUESTS GET THROUGH THE GATEHOUSE?**

Your guests simply need to alert the gatehouse attendant they are attending your event and they will be permitted onto the property free of charge.

### **CAN GUESTS ARRIVE EARLY TO EXPLORE THE ARBORETUM?**

Guests are permitted on site with complimentary parking to explore the Arboretum no more than 1 hour prior to your contracted event start time. Guests arriving earlier will be charged appropriate parking fee.

### **CAN CARS BE LEFT OVERNIGHT?**

No. Overnight parking is not permitted on TNCA property.

# **FACILITY RENTALS – FREQUENTLY ASKED QUESTIONS**

## **VENDOR, RENTAL & DÉCOR QUESTIONS**

### **DOES TNCA HAVE ONSITE CATERING?**

No. Please refer to our Preferred Vendor List located in the facility rental information packet.

### **CAN I USE A CATERER NOT ON THE PREFERRED VENDOR LIST?**

Yes, however there is a \$2.00/per person external catering fee.

### **ARE FOOD TRUCKS PERMITTED?**

Food trucks are permitted on a case by case basis with parking locations determined by a TNCA Events Coordinator and Campus Police.

### **WHEN WILL VENDORS HAVE ACCESS TO THE PROPERTY?**

Vendors participating in evening Facility Rentals are permitted on site 2 hours prior to event start time. Please refer to your facility rental agreement for final access times. Vendors will not be permitted on site prior to the contracted access time.

### **CAN MY VENDORS HAVE EXTRA SET UP TIME?**

Extra set up time for vendors participating in Facility Rentals is available on a case by case basis determined by TNCA Events Coordinator and billed upon approval at \$250.00/hour.

### **DOES THE ARBORETUM OFFER LINEN RENTALS?**

No.

### **CAN I BRING IN A DANCE FLOOR?**

Dance floor rentals are permitted on a case by case basis depending on the event site with approval required by a TNCA Events Coordinator.

### **CAN I BOOK A BAND?**

There is a 3 piece maximum for bands. TNCA facilities do not have the capacity/accommodations to support larger entertainment groups in the event of inclement weather and movement indoors. TNCA does not have a green room space available for bands but can provide storage for cases and equipment. TNCA will not book and handle entertainment meals unless contracted as the day of coordinator.

### **ARE THERE OUTLETS FOR VENDOR PLUG INS?**

Yes, a TNCA Events Coordinator can provide an electrical diagram directly to your vendors.

### **ARE OPEN FLAMES PERMITTED?**

Open flame candles are permitted for indoor/outdoor use and must be fully immersed (including flame) in a glass votive/container. Tiki torches, fireworks, and sparklers are not permitted.

### **CAN I DIY MY FLOWER ARRANGEMENTS?**

Yes, however all floral arrangements must be constructed prior to arrival onsite.

# **FACILITY RENTALS – FREQUENTLY ASKED QUESTIONS**

## **ALCOHOL QUESTIONS**

### **WHAT IS PERMITTED FOR BAR SERVICE?**

Beer, wine and champagne only. Homebrews, fortified wines, and liquor are not permitted.

### **WHO PROVIDES THE ALCOHOL?**

Alcohol is to be provided by either the client or catering company.

### **WHO SERVES THE ALCOHOL?**

All alcoholic beverages must be served by a licensed bartender who is employed by either a catering company or staffing agency that is licensed to serve alcohol in the state of North Carolina.

### **WHEN CAN BAR SERVICE BEGIN?**

Service can begin no earlier than 5:00 PM.

### **WHEN DOES BAR SERVICE NEED TO END?**

All bars must close half hour before event end time.

### **DO YOU CHECK IDS?**

Yes, as required by law. TNCA reserves the right to check identification as well as refuse service to anyone showing signs of extreme intoxication.

### **ARE CASH BARS ALLOWED?**

No, we do not permit cash bars.