

GENERAL QUESTIONS

CAN I TOUR THE PROPERTY WITHOUT AN APPOINTMENT?

The gatehouse will only provide complimentary access to the property with a scheduled appointment with a TNCA Events Coordinator. Please contact or 828-412-8526 ext. 319 or weddings@ncarboretum.org to schedule a tour. If you do not schedule a tour, you are still welcome to do a self-guided viewing of our property at our regular business hours and are responsible for paying our \$14/car parking fee.

WHAT DOES MY PACKAGE INCLUDE?

All packages include:

- 1 TNCA Venue Coordinator on site during the 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 bride, elderly, and handicap guests.
- Directional signage.
- 1 year Arboretum household membership.
- Bridal room.
- Complimentary parking.

Ceremony packages include:

- 3 hours on property – includes set up and break down.
- Rain plan location determined by TNCA Event Coordinator.
- 1 Ceremony rehearsal timeslot prescheduled with TNCA Event Coordinator. Mon – Thurs, 8:00 AM – 5:00 PM, Fri 8:00 AM – 1:00 PM.

Reception packages include:

- 9 hours on property – includes set up and break down.

Brunch Wedding packages include:

- 6 hours on property – includes set up and break down.
- Rain plan location – Education Center Auditorium.
- 1 Ceremony rehearsal timeslot prescheduled with TNCA Event Coordinator. Mon – Thurs, 8:00 AM – 5:00 PM, Fri 8:00 AM – 1:00 PM.

WHAT IF IT RAINS?

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

HOW DO I SECURE A DATE?

In order to secure a date, TNCA requires a 50% deposit of the total wedding usage fee, a \$1,500 refundable security deposit, final site selections, guest count, and a complete and signed TNCA Wedding Booking Packet. The final remaining balance is due within 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.

DO I NEED TO HAVE A WEDDING PLANNER?

All wedding ceremonies, cocktail hours and receptions at TNCA require a day of coordinator on site managing the event. Friends and family are not permitted to act as day of coordinator unless they own/operate an event planning company. Clients are required to provide day of coordinator contact and information within 30 days of event, or choose to use TNCA's day of coordination services for an additional fee.

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

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

ARE CHILDREN CONSIDERED PART OF MY GUEST COUNT?

Yes.

DO YOU HAVE LODGING RECOMMENDATIONS?

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. 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.

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.

CAN MY DOG BE IN MY WEDDING?

Yes. 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.

CAN WE HAVE A CIGAR BAR/SMOKING AREA?

A small cigar station and smoking area is permitted on concrete only in a designated smoking area.

IS THE FACILITY HANDICAP ACCESSIBLE?

Yes, the formal gardens are handicap accessible, a TNCA Events Coordinator can provide a map of 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 sites. All TNCA restrooms are handicap accessible.

WHAT IS IN THE BRIDAL ROOM?

The bridal room is a meeting space with a large conference table, chairs, counter space, and mirrors. Hair and makeup must be done off site. This room is to be utilized as a holding room and to store personal items.

IS THERE A GROOM ROOM?

No. TNCA does not have additional spaces available for the groom and groomsmen to get ready.

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

No, all items must be taken off property immediately after event.

TIMING/ARRIVAL QUESTIONS

AT WHAT TIMES CAN MY EVENT TAKE PLACE?

All brunch events must begin at 10:00 AM or later and end by 2:00 PM.

All evening events must begin at 5:00 PM or later and end by 11:00 PM. All events must begin prior to incoming gate closure times.

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

HOW DO MY GUESTS GET THROUGH THE GATEHOUSE?

Your guests simply need to alert the gatehouse attendant they are here for your wedding and they will be permitted on the property free of charge.

WHEN WILL I HAVE ACCESS TO THE PROPERTY?

Access time to the included bridal room will be one hour prior to your event start time.

CAN GUESTS TAXI, UBER OR LYFT TO AND FROM THE WEDDING?

Event guests being dropped off via taxi, uber or lyft will be permitted gate entry upon arrival. Guests should inform their pickup driver at time of booking that they will need to access the property through the open exit gate if after 8:00 PM.

CAN OUR WEDDING EXTEND PAST 11:00 PM?

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

CAN CARS BE LEFT OVERNIGHT?

Overnight parking is not permitted on TNCA property. In the case a car is left on property, the owner must pick up the vehicle the following day and will be charged the appropriate daily parking fees.

VENDOR, RENTAL & DÉCOR QUESTIONS

DOES TNCA HAVE ONSITE CATERING?

No, but the Colorful Palate catering company operates out of our on-site café space.

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

Yes, however there is a \$2.00/per person external catering fee and the caterer must schedule a meeting/site visit with a TNCA Event Coordinator.

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 are permitted on site 2 hours prior to event start time. Please refer to your wedding agreement for final access times.

CAN MY VENDORS HAVE EXTRA SET UP TIME?

Extra set up time for vendors is available on a case by case basis determined by TNCA Events Coordinator and billed upon approval at \$250/hour.

DOES THE ARBORETUM OFFER LINEN RENTALS, DÉCOR, OR DRAPING?

No. Please contact a TNCA Events Coordinator for a list of rental items.

CAN I RENT 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. Dance floors may be used on hard surfaces only.

CAN I BOOK A BAND?

Yes, but all band selections would have to be approved by a TNCA Events Coordinator prior to booking. TNCA does not have a dressing room space available for bands but can provide storage for cases and equipment.

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.

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 must be bought through The North Carolina Arboretum. A TNCA Event Coordinator can provide you with our Beer and Wine List.

WHO SERVES THE ALCOHOL?

All alcoholic beverages must be served by TNCA bartenders with several bar package options available. Number of bars to be determined by TNCA staff based on guest count, event flow and layout.

WHEN CAN BAR SERVICE BEGIN?

Service is only permitted during your designated event time frame.

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 at this time.

CAN I GET A SPECIAL PERMIT TO SERVE LIQUOR?

No, liquor is strictly prohibited due to being a state-owned facility on Forest Service land.