

## Frequently Asked Questions Regarding Rentals

### Space:

**Q: Can you hold space and/or a date for me while I make a decision to rent?**

**A:** We do not place holds on space or dates without a deposit (which is non-refundable and non-transferable). We book on a first-come, first-serve basis. You are welcome to check in with us frequently for availability if needed!

**Q: Can you host daytime weddings?**

**A:** We cannot accommodate a daytime wedding as we are open daily until 5:00pm as a museum to the public leaving limited private space for a wedding.

**Q: Can you host just ceremonies?**

**A:** We do not host just ceremonies. You can host your reception in our venue or your ceremony & reception.

**Q: Does the Eiteljorg Museum host proms or formals?**

**A:** The Eiteljorg Museum is unable to accommodate a rental for proms or formals.

**Q: Do I have to have galleries open if they come with the Tier option I rented?**

**A:** You have the choice of whether or not the galleries are open if you've rented a Tier package that includes them. However, it will not change the price of the rental.

**Q: Can I just rent the outdoor space?**

**A:** You cannot rent just the outdoor space/gardens. You must rent the 3<sup>rd</sup> or 4<sup>th</sup> Tier option in order to have this particular space, which gives you back-up space inside in case of bad weather.

**Q: Does the Café patio come with the outdoor gardens when rented?**

**A:** Yes, you may include the Café patio only with your garden rental. (Café indoor space is reserved for the catering purposes).

**Q: For my wedding do we get a room the day of to get ready in?**

**A:** We can provide (1) complimentary space for you to use that day, based on availability. You must let us know in advance if you would have a need for this room so we can make sure it's available and reserve it for the event date. Access time to the space will be determined by you and your events manager. You are responsible for the condition of the room when you leave that evening. If you leave any items overnight, the Museum is not responsible. Limited food and beverages are allowed in this room and must come through Kahn's Catering, our exclusive caterer.

**Q: If I rent the Private Dining room (for a daytime rental only) does the Café patio space come with the rental?**

**A:** No, the Café patio is open to the public and is part of the Café during the day, not the Private Dining room. Guests of the Private Dining room are allowed to go outside, but they cannot sit and take up table space due to the fact that this area is reserved for the public guests of the Museum. If your guests would like to step outside they can. All food and beverage arranged for the private event must stay in the Private Dining Area.

### Costs:

**Q: Is security included in the rental fee?**

**A:** Security is included in evening rental fees scheduled from 6 – 11:30pm. However, special situations require additional security fees. Please speak with an events manager for further details.

**Q: Are housekeeping services included in the rental fee?**

**A:** Housekeeping is included in your rental fee. However, special situations require additional security fees. Please speak with an events manager for further details.

**Equipment:**

**Q: Can I rent my own tables, chairs and AV and other equipment?**

**A:** All equipment is required to be handled by the Eiteljorg Museum. We handle tables, chairs, up-lighting, risers, AV equipment and any additional equipment rental.

**Q: Can I rent my own linens?**

**A:** All linen rentals are required to be handled by Kahn’s Catering. This includes tables, chair covers and napkins. They have many books to look through and will allow you to customize.

**Policies:**

**Q: Can I attach anything to the wall/ceiling/glass?**

**A:** You cannot attach anything to the walls, ceiling or glass of the Museum. All props, decorations and banners must be free-standing. There are **NO EXCEPTIONS**.

**Q: Can we use candles in the Museum?**

**A:** You may NOT have any type of open flame inside the Museum. However, you can place candles outside of the Museum in our gardens as long as they are in some type of recessed container. Please keep in mind that if we move your event inside due to bad weather, candles will not be allowed inside, **NO EXCEPTIONS**. Kahn’s can provide LED tea light candles to use on tables or to switch from real from outside to LED when moved inside.

**Q: Can we have potted plants in the Museum?**

**A:** You may NOT have any potted plants, cacti, moss, curly willow, dried plant material, etc inside the Museum. However, you can place these outside of the Museum in the gardens. Please keep in mind that if we move your event inside due to bad weather, these materials will not be allowed inside, there are **NO EXCEPTIONS**. For a complete list of restricted plant items, please ask to see our policy form.

**Parking:**

**Q: Where do guests park?**

**A:** Guests are directed to use the White River State Park underground garage for parking. It is complimentary with your rental fee on a first come, first serve basis. Security guards will hand out parking validation passes as your guests exit the event. However, during high volume times (Indians Games, Concerts on the Farm Bureau Lawn, etc) we cannot guarantee there will be parking spaces available. To guarantee parking for your guests, we can offer you the ability to rent 1 or 2 levels of parking (90 spaces per level) for an additional fee or we can refer you to a valet company. There are other area parking options though we cannot validate parking anywhere other than the White River State Park underground garage.

**Q: Can our guests park their cars in the White River underground garage overnight?**

**A:** Validated parking for your event is for the event date only. If a car is left in the garage overnight, after 1:00am, regular rates apply.

## **Catering:**

### **Q: Do I have to use your caterer Kahn's Catering?**

**A:** Kahn's Catering is a required and exclusive caterer. They will handle all of your food, beverage, linen, china, glass, silverware choices. Please contact them directly for pricing information.

### **Q: Can we use our own bakery for the cake or do we have to go through Kahn's Catering?**

**A:** You may use a licensed bakery of your choice if you decide to not order a cake through Kahn's Catering. Due to Board of Health regulations, we must have any food brought in from outside of our caterer to be licensed. However, if you use the Kahn's pastry chef, the order will apply to your catering minimum. Please check with Kahn's Catering regarding any extra charges you might incur if you utilize an outside bakery, such as cake cutting fees, etc.

### **Q: If we use our own bakery of choice, is there a place where the cake can be delivered and stored that day?**

**A:** We do not offer refrigerator or freezer space for cake storage. The cake must be dropped off and placed on the appropriate display table. Your Catering Manager at Kahn's Catering will assist with the delivery time for your cake vendor.

### **Q: In regards to the Catering food & beverage minimum, is that number before or after the service charge and sales tax, and what does it include?**

**A:** The food & beverage minimum is for food and beverage only-this minimum does not include linens, china, glass, silverware, etc. This number is before the service charge and sales tax. There is a 24% service charge and 9% sales tax in addition to the food and beverage cost. The 9% sales tax will not be added to your china, glass, silverware, and linen costs, only your food and beverage. For more information, you can contact Kahn's Catering.

## **Timing:**

### **Q: What is the earliest our guests can be here for an evening event?**

**A:** Your guests will be allowed into the event space at 6:00pm. This is the earliest an evening event can begin. If they arrive earlier than this time, security will hold them at the main entrance until the event start time; there might be a later start time if Museum day time events dictate it.

### **Q: What time can vendors be allowed in the space for an evening rental?**

**A:** Vendors are allowed into private space (Clowes Ballroom) at 3:00pm on the day of the event. Vendors are allowed into the public space (Eagle Commons, Outdoor Gardens) at 4:00pm the day of the event. This is subject to change upon Museum day events and conditions; please contact the event representative of the Museum to make final arrangements.

### **Q: What time can vendors be in that evening to retrieve their equipment?**

**A:** Vendors will be allowed in at the conclusion of the event. All equipment and florals must leave the building that evening. No items can stay overnight. The Museum will not be responsible for anything that is left that evening either by a vendor or by the client.

### **Q: I know for evening rentals, the timeframe of 6:00pm-11:30pm is included...Can we extend our time past 11:30pm?**

**A:** Yes, you can extend past the included timeframe of 11:30pm up until 1:00am, with a fee per half hour extended. If you let us know at least 72 hours prior to your event date you would like to extend past 11:30pm, the fee will be \$250 per half hour extended, up until 1:00am. If you tell us within less than 72 hours, including the night of your event, the rate is \$500 per half hour extended, up until 1:00am. This

fee covers security and staff fees. Kahn's Catering would bill separate for the extended time. Please contact a catering manager for costs.

### **Other:**

#### **Q: Do you have signage printed for events?**

**A:** We will print signage that will be located outside of the elevator connector tower to welcome and direct your guests. If your event is scheduled to be outdoors and we have bad weather we will adjust signage to direct guests inside.

#### **Q: If we've planned an outside event and there is bad weather what do we do?**

**A:** We will make a weather call at 12:00pm on the day of your event. You can either contact the Museum representative with your decision or allow the Museum and Catering representatives to make this call. This decision is final; we cannot change setup once this call has been made. The Museum and catering will always create a Plan A and Plan B in advance with you if you've planned on some portion of your event to be located outside.

#### **Q: Who's here the night of the event?**

**A:** The Museum representative will be at the Museum for afternoon set-up and up through the beginning of the dinner portion of your event). Kahn's Catering will have your Catering Manager and/or your catering Captain here with you through the start and end time of your event. At the end of the event, you will have Museum security and your Catering Captain here.

#### **Q: Can I use my own florist, band/DJ and photographer?**

**A:** Yes, you are allowed to bring in the florist, band/DJ and photographer of your choice. However, there is a plant policy that your florist is required to sign and return. It will explain what plant materials are prohibited inside of the Museum. The band/DJ is responsible for all of their load-in/out and extension cords. The photographer is also required to sign a policy form that explains prohibited areas of the Museum for photography/videography. We do NOT provide carts for any of your vendors; they are responsible for their load-in/out. All equipment/materials must leave at the conclusion of the event.