

## **FAQ's (Le Mars Convention Center & Willow Creek Golf Course):**

**1. *Can we bring in our own alcohol?*** No. All alcohol must be purchased through the venue bar. It is suggested you contact the bar manager a minimum of (1) month prior to your scheduled event to make arrangements for bar service. Their contact information is located on the back of your rental agreement. **Please note:** no person under the legal drinking age of 21 will be permitted to purchase/consume alcohol and if they are found to be in possession of alcohol they WILL be asked to leave. It is advisable to inform everyone attending the event to have proper ID available or they WILL be denied service. This includes every member of the wedding party – absolutely **No exceptions** will be made.

**2. *Do I have to use one of the licensed and designated caterers for my event?*** Yes, only caterers that are licensed through the City of Le Mars are authorized to provide food service at the Le Mars Convention Center and Willow Creek Golf Course. These select caterers pay an annual fee, must have a current Iowa Sales Tax permit, and a current Iowa Food Service Establishment license to provide food service in our facilities. If there is another caterer you would like to use, they will have to complete the licensing process & pay the applicable licensing fee. The individual or entity holding an event will also be charged a \$1.00 per guest fee when food is provided during their event and will be based on the estimated number of guests for the event. This fee is due with the final rental payments and is non-refundable. The individual or entity holding an event is allowed to bring in prepackaged items such as: snack mix, pretzels, chips and crackers. **No exceptions.**

**3. *What is included with the facility rental?***

**Convention Center:** stage with black skirting (Upper - 36'Lx8'Wx16"H/Lower - 28'Lx8'Wx 16"H), tables, chairs, pipe kit for hanging a back drop, podium, Wi-Fi and bar staff.

**Golf Course:** tables, chairs, Wi-Fi and bar staff.

\*Additional equipment available to rent: high-top tables, screen, projector & PA/microphone (ask for pricing).

**4. *What are the table sizes at the Convention Center & Golf Course Banquet Hall, and do you provide linens/dishes?*** Round tables are 60" diameter and will seat 8 guests. Banquet tables are 8' in length and can seat 4 per side. No, we do not provide linens, table skirting, napkins or tableware.

**5. *Decorations?*** There is absolutely **NO HANGING ANYTHING** from either the ceiling or walls at the Le Mars Convention Center or Willow Creek Golf Course. Items such as confetti, silly string, loose glitter, helium balloons, party poppers, tape, staples and tacks are prohibited in all venues. Fog machines, ground foggers or smoke fog machines are also prohibited. Failure to comply with these rules may result in part of or all of your damage/cleaning deposit to be forfeit.

**6. *May we burn candles at the venue?*** Per IFC 2009, no open flames shall be allowed inside or outside of our facilities. This includes candles, sparklers, smoking material, lighters, matches or any pyrotechnics. The only open flame allowed is a food pan warming device for buffet lines.

**7. *Who is responsible for setting up and taking down tables/chairs and clean up?*** The individual or entity holding an event is responsible for setting up/taking down all tables and chairs at the Le Mars Convention Center and Willow Creek Golf Course. Tear down/clean up is to be done immediately following the conclusion of the event. A clean up check list will be provided for you. Failure to complete the clean up requirements may result in part of or all of your damage/cleaning deposit to be forfeit. We do offer this service for a fee and it must be scheduled a minimum of 60 days prior to reservation (ask for pricing).

**8. *What is the cancellation policy?*** When a reservation is made, (1/2) of the **non-refundable** rental fee is collected. This amount **will not** be refunded due to a cancellation. Payments made in excess of the required (1/2) rental fee may be refunded at the discretion of the CVB manager.

**9. Who is responsible for damage?** The contracted individual or entity holding the event assumes responsibility for any damage found to have occurred to the facility except for normal wear and tear. This includes but is not limited to ceilings, walls, windows, doors, floors, fixtures, furniture and equipment. Damage caused during the rental may result in part of or all of the damage/cleaning deposit to be forfeit. There may be additional charges for damage caused in excess of the damage deposit.

**10. What are the room dimensions at the Convention Center & Golf Course Banquet Hall?**

**Convention Center:**

Upper (seats 477) - 112' x 64' = 7,168 sq ft. Ceiling height: 9' - 6"

Lower (seats 450) - 110' x 62' = 6,820 sq ft. Ceiling height: 9' - 1" (to beams) and 10' - 5" (between)

Board Room (seats 75) - 40' x 32' = 1,280 sq ft

**Golf Course Banquet Hall:** (seats 250) - 70' x 50' = 3,500 sq ft. Ceiling height: 13' (peak) and 8' (sides).

**11. When do holiday rates apply?** An additional \$115.00 will be added to rental fees for observed holidays: New Year's Day, Easter Sunday, Memorial Day Weekend (Fri-Mon), Fourth of July (week/weekend), Labor Day Weekend (Fri-Mon), Thanksgiving Weekend (Fri-Sun), Christmas (week/weekend) and New Year's Eve. \*We do not rent our facilities on Thanksgiving Day or Christmas Day.

**12. When should event details be finalized with the CVB Manager?** Event details which include: set up/tear down plans, event schedule, final attendance numbers, vendor information (caterer, entertainment, florist, etc.) are to be provided to the CVB Manager (10) days prior to the reservation.

Questions, contact the CVB Manager, Jessica Brownmiller at (712) 548-4971. Thank you.

