

## FAQ's 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 in 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 a designated caterer?*** No. You are allowed to choose any caterer you would like for your event. The individual or entity holding an event will be charged a \$1.00 per guest fee when food is served 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?*** tables, chairs, Wi-Fi, and bar staff.

**4. *What are the table sizes 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. 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 2015, 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. 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.

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

**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 schedule, 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.

