

# *Frequently Asked Questions and Answers*

## **Do you hold more than one event a day at the winery?**

Your special day is yours and yours alone! We are open for customers during our regular business hours, but the event space will not be booked more than once per day to allow you full access for setting up and getting ready.

## **What is the capacity of the venue?**

The indoor event space is specked at 42x48 feet. This will accommodate up to 150 people seated. The outdoor pavilion/patio space is 48x48 feet to accommodate up to 160 people seated. Half of the outdoor pavilion space is covered with a roof.

## **What amenities are offered?**

The event venue at Hardware Hills includes a full prep-kitchen for caterers, three guest restrooms, a wedding suite for getting ready complete with a full bathroom, make-up counter, and full-length mirrors, as well as a secondary room for changing and storing belongings.

## **What is the length of time for the venue rental?**

The venue is available to you beginning at 10 a.m. on the wedding day until 11 p.m. All guests and wedding professionals must be off the property by 11 p.m.

Additional hours can be arranged at the rate of \$150 per hour.

## **Who is responsible for set-up and clean up?**

If a floor plan is received from your wedding coordinator, all furnishing will be provided accordingly by our team. The venue must be returned to its original state upon your departure. All trash removal and personal belongings are the responsibility of the renter. Clean-up is usually handled by the caterer.

## **What if it rains?**

Our indoor venue will provide protection from outside weather conditions. The porch and half of the patio pavilion will be under roof. Additionally, our tasting room space can be made available for guests during event transitions during inclement weather.

## **What is the payment schedule?**

To reserve services on the date requested, Hardware Hills requires this contract by signed by the Client and an initial deposit payment of 50% of the rental fee. A second payment of the remaining fifty percent (50%) of the balance is due 30 days in advance of the event date.

Payment can be made by cash, check, or credit card. Please note that a 3% fee will be assessed for any credit card payments.

## **Can we provide a shuttle for our guests?**

Not only do we allow for a shuttle to drop off and pick up your guests, but we also highly recommend you do so for the safety of your guests leaving the event.

## **Is your venue accessible?**

We provide level-designated parking, ramped walkways, and suitable restroom facilities. Motorized and transport chairs can easily navigate the grounds.

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## **Can I use candles?**

The use of candles is not permitted outdoors due to the close proximity to the vines. Indoors, candles are allowed and must be contained or enclosed in glass to capture any wax.

## **Do you require a caterer?**

Hardware Hills requires a professional, licensed caterer for any event. The caterer will be responsible for providing service and cleanup of the event venue. Homemade/potluck style food is not allowed.

Hardware Hills is happy to provide a list of suggested caterers whom are proven to be reliable, insured, professional, and delicious!

## **Is there a wine purchase requirement?**

Yes. We require that only Hardware Hills wines be served at the event. Hardware Hills requires a one case of wine (12 bottles or 9 liters) per every 25 guests for the event. Additional wine may be purchased as needed. Wine from these additional cases may be returned and refunded if unopened and in resalable condition.

## **Can I have outside alcohol?**

If the Client plans to include additional alcohol other than Hardware Hills wine, a one-day ABC special event license must be obtained by the Client no less than 15 days prior to the event. This license must be provided and on file at Hardware Hills.

Per Virginia Alcohol laws, a self-serve bar is prohibited. A licensed bartender is required. Beverage service must cease 30 minutes prior to the conclusion of the event.

## **Are children allowed?**

Children can be a very special part of a wedding or similar ceremony. Children under the age of 18 are the complete responsibility of the Client and their guests. Children must be in close proximity to parents or guardians at all times.

## **Can I include my pet as a part of the event?**

We love our furry friends and welcome the inclusion of them during your event. All pets must be well behaved and kept on a leash at all times. Pets of any kind are not permitted in the dressing rooms, restrooms, or wine production space. Pet messes are the responsibility of their owners – please plan ahead! We ask that if you are including your pet in your ceremony that a responsible person then escort your pet off premises for the remainder of the reception. Service animals are excluded from these restrictions.

## **Can I decorate the venue?**

We know that is important and special that your wedding has the décor and feel that you are striving for. We require that all decorations be approved by our event team prior to the event. We do not allow nails, tacks, staples, glue or tape to be used at our venue.

No rice, birdseed, confetti, glitter or pyrotechnics may be used for the wedding or farewell reception. Bubbles and sparklers are permitted. Sparkler use must include a metal receptacle with water or sand for disposal. Sparklers may not be used within 100 feet of the vines.

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### **What furniture is provided?**

Hardware Hills will provide the following tables and chairs as part of our rental package:

- 150 wooden cross-back chairs for the ceremony/reception
- 20 96-inch rectangular tables (seats 10-12)
- 2 72-inch rectangular folding tables for gifts, cake, etc.

If you have alternate preferences for furniture, you may secure rentals of such items with the approval of the Hardware Hills planning team. Linens, dinnerware, glassware, and utensils are not provided by Hardware Hills.