

# FAQ'S

## **WHEN CAN I COME SEE THE VENUE?**

Venue showings are by appointment only. Both weekday and weekend showings available. Call Stacy Gowen at (912) 506-2301 or email [info@villagecreeklanding.com](mailto:info@villagecreeklanding.com) to schedule a venue tour.

## **WILL THE DATE I INQUIRED ABOUT BE HELD FOR ME?**

We only hold dates for contracts that are out for review. If you request a contract, it will be emailed to you for review and this will hold the venue for 7 days. At the end of the 7 days a signed contract and deposit is required or the date will be released back to the public. Of course, we will mark a date as Tentative until the signed contract and deposit are received. If another party inquires about the same date, we will contact you first to give you the opportunity to pay the deposit and sign the contract.

## **HOW DO I BOOK A DATE?**

In order to reserve a date, we require a deposit (50% of the rental fee plus \$250 damage/clean up deposit) and a signed contract.

## **IS MY DEPOSIT REFUNDABLE?**

Cancellation Policy (copied from contract):

- a. If LESSEE desires to cancel the rental of the FACILITY after paying the deposit but before ninety (90) days of the event, LESSOR shall refund in full all fees, deposits, and rentals paid, less any credit card or other bank fees charged to LESSOR by LESSEE's credit card company or bank and less a fee in the amount of 20% of the total rental amount. If the cancellation is less than ninety (90) days of the event, fifty percent (50%) of all the fees, deposits, and rentals paid will be refunded. No refund will be allowed for events cancelled within thirty (30) days of the event.
- b. Cancellations must be received in writing and acknowledged by the LESSOR.
- c. LESSEE agrees that LESSOR may, with cause, terminate this entire agreement at any time prior to the payment by LESSEE in full of the agreed rent. Cause is described as any violation of any provision of this agreement.

## FAQ'S CONTINUED

d. NATURAL DISASTER/SEVERE INCLEMENT WEATHER: In the event of severely inclement weather that renders FACILITY to be unsuitable for the Event (as determined by the LESSOR), 80% (eighty percent) of the amount paid can be applied to a future Event date. If LESSEE should elect not to re-book, no refund will be provided. The LESSOR encourages LESSEE'S to purchase event insurance to offset this risk. A full refund will be issued to LESSEE if a mandatory evacuation of St. Simons Island is declared for the time covering the rental period.

### **WHAT IS INCLUDED WITHIN THE RENTAL FEE? DO YOU HAVE CHAIRS OR TABLES? LINENS?**

We have ten 60" round tables, eight 6' rectangle tables, and seating for 100. We also have 20 bar stools, bench seating around the entire deck area and bench seating within the Gazebo. We have 15 eight to ten foot wooden benches that may also serve as pews during weddings.

### **DO YOU PROVIDE ANY LINENS FOR THE TABLES?**

We do not provide or place linens. They need to be rented or bought and a day of contact would need to arrange them with your décor.

### **I SEE THAT CEREMONIES TAKE PLACE OUTSIDE - WHAT IF IT RAINS?**

Village Creek Landing has two outdoor covered porches and a Gazebo. There is also an air conditioned banquet room upstairs that can accommodate 70 guests. For parties larger than 150 guests, a tent is recommended as a rain option. The decking can also be tented as well if you would like extra protection. Tents must be rented through Beachview Event Rentals and we will coordinate the rental for your event. CAN I BRING IN OUTSIDE CATERING OR BAR SERVICES? Village Creek Landing has a recommended list of food and bar caterers and we request that you choose your caterer from this preferred list. Please inquire for our list of preferred caterers.

### **CAN I BRING IN OUTSIDE CATERING OR BAR SERVICES?**

Village Creek Landing has a recommended list of food and bar caterers and we request that you choose your caterer from this preferred list. Please inquire for our list of preferred caterers.

# FAQ'S CONTINUED

## **WILL CATERING SERVICE GIVE QUOTES AND HOW CAN I REACH THEM?**

Yes, all of our preferred vendors are happy to give you an idea of cost. You may contact them directly and they should respond within 24 hours. We will provide contact information.

## **DO YOU HAVE OR REQUIRE A COORDINATOR?**

Village Creek Landing does not provide a Day of Coordinator. We are happy to recommend coordinators in all price ranges upon request.

## **WILL YOU BE HERE THE DAY OF MY EVENT?**

Yes, a Village Creek Landing staff member will be on site throughout your setup if requested. We are here to oversee the venue and answer questions, but we will not assist with day of coordinating.

## **CAN I BRING MY THINGS IN THE DAY BEFORE MY EVENT?**

No items can be stored in our venue prior to the day of your event. All décor and vendor equipment MUST also be taken on the night of the event.

## **IS YOUR VENUE ACCESSIBLE FOR DISABLED PERSONS?**

Yes, we are ADA compliant with ramps and wheelchair accessible restrooms upstairs and downstairs. We also have two parking spaces reserved for people that need to access the ramp easily.

## **CAN WE HAVE A REHEARSAL AT THE VENUE THE DAY BEFORE OUR EVENT?**

Yes. If there is an event the day prior to your event, we require that your rehearsal take place in the morning and conclude no later than 2PM. If there is no event the day prior (which will be unknown until 2 weeks before your event), the rehearsal may take place at any time.

## **MAY WE BRING IN ANY VENDORS OR OUR CHOICE?**

We do provide a preferred vendor list for your convenience when requested. Our vendors list consists of well known restaurants and catering services in the area with a wide range of pricing and menus. We can also provide contacts for wedding coordinators, photographers, videographers, boat captains for departures, florists, bakers, officiants, and more.

