

# FREQUENTLY ASKED QUESTIONS

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## Rehearsal Dinner

### **Do you require a planner for rehearsal dinner?**

No, we do not require one; however, we do not provide one either. The Venue will collect information from the host and create a layout, but do not offer planning services or assistance. Wedding Planners are required for the wedding, and most offer “add-on” rehearsal dinner planning assistance for a very low price.

### **What time should our rehearsal start? What time should rehearsal dinner start?**

Rehearsal Dinner start time typically depends on the walk-through start time. The “walk-through” is when the bridal party and family practices the actual ceremony, before rehearsal dinner. Walk through rehearsal typically takes 1 hour, and the venue REQUIRES 30 minutes between the end of walk through rehearsal and rehearsal dinner. Therefore, rehearsal dinner starts 1.5 hours after the start of the walk-through rehearsal. I recommend booking the rehearsal at the same time as the ceremony; however, that is not always possible which is ok.

Example:

5:00 PM	Walk Through Rehearsal
6:00 PM	Walk Through Rehearsal Concludes
6:30 PM	Rehearsal Dinner Begins

The Venue provides a 7-passenger golf cart to transport the bridal party from The Lodge to The Ceremony. The Venue also provides parking assistance for guests attending the rehearsal dinner. We require the 30-minute transition time because we cannot golf cart the bridal party and do parking at the same time.

### **Do you spray for bugs?**

We do not spray for the walk-through rehearsal, but we do spray for all events and the wedding ceremony. Bugs are not too much of a nuisance and we do provide bug spray in our golf carts.

### **Do you provide heaters?**

We provide heaters in all our indoor locations. For rehearsal dinners, we have 4 post heaters available for rent at a reduced cost of \$50 per heater. Post heaters are required for outdoor events under 55 degrees. Post heaters must be arranged in advance. You may also rent post heaters from a rental company, but at a more expensive price.

### **Do you provide golf cart shuttling from The Lodge to the ceremony location for walk through rehearsal?**

Yes, we do! However, we only provide one staff person and driver and one 7 passenger cart. We can take multiple trips, or you are welcome to drive to the gravel lot/ceremony location with your personal vehicles.

**Do you provide parking attendants for rehearsal?**

We provide one staff person to assist with golf carting and parking attending.

**Do you have ice?**

We have a commercial ice maker in the pavilion. Venue Staff does not transport ice.

**Do you provide trash cans/liners and someone to take the rehearsal dinner trash?**

Yes, we provide both.

**Where is the rain back up for rehearsal dinner?**

Rain back up for the dinner portion of rehearsal dinner is the pavilion bump out (or you can tent The Lodge Terrace). We do not set up rehearsal dinner in the Main Room (2<sup>nd</sup> Floor) at The Lodge.

**Can we have café lights on The Lodge Terrace?**

Yes! Both Classic Event Rentals and Professional Party Rentals offer café lights for The Lodge Terrace. We do not permit guests to hang lights, lights must be hung by a professional rental company.

**Do we have to have a bartender for rehearsal dinner as well?**

Yes, we require a bartender at all events serving alcohol.

**When will rehearsal dinner be set up?**

Tables and chairs will be set 4 hours prior to your event, based on weather. For example, if your dinner is scheduled to begin at 6pm, your tables and chairs will be set up no later than 2pm.

**What time does Rehearsal Dinner have to end?**

Rehearsal Dinners must conclude at 10PM.

**Can we go to Betty's Cellar after rehearsal dinner and enjoy the outdoor fire? (mention golf cart)**

Yes! Please arrange with the venue manager to light the fire and set up "camp fire seating" prior to your arrival. Please note, the venue staff is not able to shuttle guests back and forth from the campfire. We encourage guests to drive or walk.

**Can have our catering rentals for the wedding and rehearsal dinner on the same order through our rental company? Are there any special instructions?**

Of course! And Yes, there are special instructions. Please arrange to have the rehearsal dinner items dropped off at your rehearsal dinner location.

**When and where should we drop off rehearsal dinner items (décor, alcohol ect)?**

I recommend dropping those items off at The Lodge as early as 72 hours prior to the event. Please arrange with the venue manager.

**Do you have keg coolers rehearsal dinner?**

We do not provide keg coolers or taps. Coolers can be arranged with a rental company. Galvanized tins cannot be used to hold ice unless they are made to hold water.

**Do you recommend Kegs for rehearsal dinner? How do we keep Kegs Cool? Who moves the kegs from the pavilion to Lodge Terrace for rehearsal dinner, and who moves it back if we want to use the left-over beer for the wedding?**

We do not provide keg coolers, nor do we allow kegs in our trash cans. A keg cooler must be rented through a rental company or provided by the client. The Client is responsible for arranging of the moving of the kegs, The Vineyards at Betty's Creek Staff does not move Kegs. The Lodge Terrace is only accessible by stairs and VBC staff is not permitted to transport or move alcohol. I do not recommend kegs because of the access to The Lodge Terrace.

**Do you provide linens?**

We do not provide linens.

**Can we use Farmwood tables at The Lodge Terrace?**

No, per the contract that has been signed by the bride, groom and parents of the bride, the Farmwood tables are not permitted to leave the pavilion. You may use the round banquet tables and cocktail tables.

**What size linens do we need for a hightop cocktail table and the 60" round tables?**

You will need 120" linens in order for the linens to reach the floor. Linen rentals are provided by any rental company, but I recommend <http://professionalpartyrentals.com/product-category/linens/>

You can "piggy-back" on Saturday's event to save on delivery fees.

**Where should we put the buffet?**

I recommend putting the buffet on a 12 foot by 3-foot table in the lodge. The Vineyards at Betty's Creek can provide the buffet table and black buffet linens.

**What time should the caterer and bartenders arrive? Does my caterer have to sign a catering agreement?**

The caterer and bartenders need to be totally set and ready to serve no later than 30 minutes prior to the rehearsal dinner start time.

**Does the Lodge Terrace have built in speakers for music?**

Yes, any device with an auxiliary port can be used. Please note, that newer iphones do not have an auxiliary port and you need to provide a dongle in order to use your phone. VBC does not provide one, nor do we have one onsite.

**Does the Lodge Terrace have a built-in bar?**

Yes, The Lodge Terrace has a rolling bar.

**Do you have a microphone for speeches? Do I need one?**

For parties of less than 50, a microphone isn't needed. If you would like to rent a microphone, one can be arranged through the venue manager for \$50.

**Do you have a TV for a DVD slide show? What do I need to provide? Do you offer IT support?**

You can hook a laptop into the 55" TV at The Lodge. You need to provide the laptop, HDMI cord and DVD. The Venue Manager will show the client where to connect the laptop, but does not provide technical support.

**Wedding Set Up**

**When can we drop off items for our wedding?**

You have access to the venue to drop off items 48 hours prior to your event. If your wedding is on Saturday, you have access to the venue starting at noon on Thursday. Unfortunately, you may not be able to drop off items anytime prior to that time.

**When will the wedding ceremony be set up?**

Weather dependent, the ceremony will be set up no later than 2 hours prior to your ceremony start time. We do not start setting up before noon on your event day.

**Will there be chairs set up for my walk-through rehearsal?**

We set up 4 chairs (2 on the left, 2 on the right) to note where the aisle and first row will be.

**When will the wedding reception be set up?**

We aim to have the reception set up 24 hours before your event, but do not guarantee to have reception totally set until 9am on your wedding day.

**When can I have my catering rentals delivered?**

We are happy to have the rentals delivered before your arrival. Normally, rentals are delivered on Thursday or Friday and picked up on Monday.

**Do you spray for bugs?**

We spray for bugs for all events, but not for walk through rehearsal.

**When do we have to make the rain back up call for the ceremony or cocktail hour?**

We need to make the rain plan call by 10am on the day of your event. The rain call is made by the Venue Manager based on experience and with the clients wishes in mind.

**When do you need my final table chart for seating assignments?**

Please provide this 72 hours prior to your wedding.

**Where should I drop off my alcohol?**

We recommend unloading alcohol directly to The Pavilion Kitchen. If you have rehearsal dinner alcohol, you can store that at The Lodge, but keep in mind in the event of inclement weather this may have to be transported back to The Pavilion.

It is very important to stock the alcohol you plan on consuming in the lodging areas with what you need. Under no circumstance can VBC release alcohol to you or your guests at the end of the wedding reception. It is against

the law unless we release the alcohol to someone who has had nothing to drink, and is taking it off property. Any leftover alcohol after the wedding reception must be picked up the next day, following your event.

**When should we have our kegs delivered? Do you have Keg Coolers?**

We are happy to receive your kegs prior to your arrival. We do not provide keg coolers and do not permit kegs in our trash cans. They can be kept cold in the large refrigerators located at The Pavilion.

**We would like to use the left-over beer from the kegs used the night before, how do I get those from rehearsal dinner to the pavilion?**

Of course! But, please note, The Vineyards at Betty's Creek Staff does not move or handle kegs or alcohol under any circumstance. Please arrange the kegs and alcohol being moved by your bartenders or bridal party. Please note, a keg has to sit in one place a minimum of 3 hours before being tapped.

**How early on Friday, Saturday or Sunday do we have access to The Pavilion?**

As early as you like! The rolling doors do not lock!

**Can we mail items to the venue directly?**

Yes, please mail to the Venue Manager: Tracy Masterson 307 Pomme de Terre, Sylva NC 28779

**Wholesale Flowers can arrive on Wednesday only and we don't check in until Thursday or Friday, can the venue manager receive them?**

Yes, please mail to the Venue Manager: Tracy Masterson 307 Pomme de Terre, Sylva NC 28779. Once received, I will place them in the wine room and set the wine room temperature to 55.

**When do you drop linens for the wedding?**

Typically, if the tables are set, during the rehearsal dinner the night prior to your wedding.

**Who sets out and collects the place settings and my personal décor items?**

Your caterers are responsible for your rental items including your place settings, and your wedding planner is responsible for your personal décor items, like your guestbook and favors.

**Guest Stay/Lodging**

**How many bedrooms do you have at The Lodge, Honeymoon Suite at Groomsmen Barn?**

The Lodge has 5 bedrooms, 3 king rooms and 2 rooms with two twin beds.

The Honeymoon Suite has 1 king bed.

The Groomsmen Barn does not have overnight accommodations.

**What do you provide for guest amenities?**

We provide the basic amenities, towels, paper goods, shampoo, conditioner, lotion and body soap.

**How many guests can sleep at The Lodge?**

Up to 14.

**Do you have air mattresses?**

No, we do not provide air mattresses; however, we do provide bedding and towels for any air mattresses you wish to provide.

**Do you have an iron/ironing board and steamer?**

We have an Iron and Ironing Board at The Lodge, Groomsbarn and Honeymoon Suite. We have 1 handheld steamer upon request.

**Do you provide hair dryers?**

Yes, each room has a hair dryer.

**I have different guests staying in the honeymoon suite on Friday night, will you clean the honeymoon suite on Saturday night?**

Yes, with advance coordination with the Venue Manager we can do this for the honeymoon suite Saturday night only. We do not offer this service for additional rooms at The Lodge or on multiple nights.

**Do you offer any housekeeping services for The Lodge?**

We do check trash daily at The Lodge.

**If I have different guests staying at The Lodge over the weekend, do you offer any housekeeping services for this? Is it an additional cost?**

We do not remake the bedrooms at The Lodge. Should you wish to arrange housekeeping service to clean you are welcome to hire our housekeeper at their set rate (usually \$15 per hour) and pay them directly.

**Can I move furniture at The Lodge?**

No. Under no circumstance can you move furniture at The Lodge, especially and specifically on the 2<sup>nd</sup> and 3<sup>rd</sup> floor.

**When can get access to The Grooms Barn?**

You have access to the Grooms Barn the entire duration of your stay.

**When should we stock the Groomsmen Barn with their food and beverage?**

Please stock this the day prior to your wedding. The Vineyards at Betty's Creek Staff does not have the time to be shuttling your arriving guests and collecting food and beverage items for the Groomsmen. This has been a huge opportunity in the past, which can be easily prevented with preplanning and arrangements.

**I have a lot of guests staying at The Lodge, where should they park?**

We allow up to 4cars to be parked at The Lodge. All additional vehicles need to be parked at The Pavilion Parking Lot. Please note, on the wedding day, all vehicles from bridal party and guests staying at The Lodge will be moved to the vendor parking lot to allow space for guests arriving for the ceremony. Venue staff will approach guests, and follow them to the vendor parking area and shuttle them back up with a golf cart.

Please note, if there are more than 4 cars parked at The Lodge; the venue manager will alert the group contact to have the vehicles removed asap. If vehicles aren't move the venue manager is required to have them towed.

**Can we use the golf carts?**

No, under no circumstance can guests use our golf carts. You can rent your own through NcNeely's Store and rental 828-631-1227.

**Can we smoke at The Lodge?**

Strick non-smoking inside any of our building. Sand receptacles are located on the Lodge Terrace and guests can enjoy smoking out there only of the lodge doors and windows are closed. If excessive cigarette butts are found on property after your departure, you will be charged housekeeping fees for the clean up.

**What does the kitchen include?**

Please visit our [hidden website](#) for a document of kitchen inventories.

**When the orchard and vineyards at fruiting, can we pick the fruit?**

Yes, but please only take what you'll be consuming onsite and keep future guests in mind!

**Should I alert the venue if I see wildlife on property?**

Yes, please alert the venue manager if you see any threatening wildlife on-site.

**Wedding Reception**

**How early can my vendors get there on Saturday?**

Vendors can arrive as early as they like. Please note their arrival time on your wedding agenda.

**How late can my vendors stay on the wedding night for load out?**

We politely ask load out is completed no later than mid-night. If additional time is needed, please arrange with the venue manager.

**Are there speakers in The Pavilion?**

No, there are no speakers in The Event Pavilion. Sound must be provided by the client.

**Is there internet access at The Pavilion?**

No, The Event Pavilion does not have internet access.

**Can I have candlesticks or taper candles?**

Taper candles are not permitted unless they are fully enclosed by glass.

**Can we use sparklers? What size sparkler should we purchase?**

Yes, you can use sparklers and the venue staff can assist with lighting them. THE VENUE DOES NOT ALLOW SPARKLERS LONGER THAN 20 INCHES.

As well, please note the venue staff does provide buckets for guests to put their sparklers in, and announces to all guests to place them in the sand buckets; HOWEVER, any additional cleanup for the sparklers is the responsibility of the client. We require all clients to walk the grand exit area on their departure day and pick up any left sparklers or trash left by guests.

**Can we use sparklers inside or under the overhang if it's raining?**

In the event of rain, you cannot light sparklers in the pavilion, pavilion walkways or the bump out. If it's raining guests can light sparklers in the rain or you can forgo sparkler exit.

**Can we have paper lanterns, fireworks or bring a firepit for a bon fire?**

No, you cannot have paper lanterns, fireworks, bon fires or firepits. You can use the chimney at Betty's Cellar.

**Can we use the golf carts as a getaway vehicle?**

Yes, and we will happily provide a driver.

**Can we decorate the golf cart?**

Yes, you can decorate a golf cart for the getaway. However, should you decorate the Golf Cart, please return to the cart on your check out day and collect all decorations.

**Do you provide a restroom attendant?**

Yes, we provide a restroom attendant.

**Can we use paint pens on the Chalkboard?**

**NO.** ONLY REAL CHAULK CAN BE USED ON THE CHAULKBOARD. Should you or whoever you designated to decorate the chalkboard, you will be penalized \$50 for the cost of chalkboard paint and labor to repaint the chalkboard. The Vineyards at Betty's Creek may have left over chalk, but we highly recommend you providing your own. We try to catch and prevent your guests from using paint pens, but it is often does behind our back and unable to catch it.

**We would like to repurpose flowers from the ceremony to the reception, who moves them?**

Please arrange this with your florist or wedding planner to move the flowers. Please note, that the venue staff will be busy transporting guests and bridal party and cannot assist in moving the flowers.

**Can we take left over alcohol with us at the end of the night to an after party?**

No, unfortunately, that cannot be done. All alcohol at the venue must be locked up at the end of the event, per liquor laws.

**We would like to have guests over to our lodging after the wedding reception, is this possible?**

Currently, Betty's Creek allows late night gatherings at The Lodge after the wedding reception. Transportation for late night guests must be arranged. We no longer permit late night gatherings after wedding receptions at Betty's Cellar, logistically the distance between The Pavilion and The Cellar is too far for guests to be walking late night. No amplified music is allowed after 11 PM.

**How many Betty's Creek Staff do you have on our wedding day? Should we provide them a vendor meal?**



We have a total of 3 venue staff and 1 venue manager who work a 14 hour shift on your wedding day and we greatly appreciate a vendor meal. Because vendor meals are typically provided to the venue staff, please alert the Venue Manager should you not elect to provide one.

**Is your staff normally tipped?**

The staff always is grateful and gracious for a thank you. In the past the staff has been “tipped” anywhere between \$5 and \$20 per staff, at the client’s discretion.

**Check out**

**When do we gather our items the day after our wedding?**

Anytime you like on Sunday between 6am and 2pm!

**A guest thinks they left something at the wedding reception, where do you keep lost and found items?**

If we find something in the pavilion during breakdown, we will place those items at The Lodge in the kitchenette on the 2<sup>nd</sup> floor.

**What should we do with food, beverage or décor items we don’t want to take back with when we depart?**

Please check with the venue manager, some items you wish to leave may be appreciated by staff or future guests.

**What time is check out?**

Check out is at 2pm.

**Is there a check out list for the facilities?**

Yes, and you are required to complete it upon check out.

**I think I left something; can you mail it to me?**

You can arrange for a UPS or Fed Ed Pick up to the Venue Manger’s office. Please note that Betty’s Creek is not responsible for items left behind and also will not cover shipping costs.

**My florist would like to come back on another day to breakdown, is that ok?**

Most days, it’s completely fine! Please have them confirm with the venue manager in the event we have a small event booked following your stay.

**Some of my guests left their car at The Pavilion overnight, can they come back on Sunday to pick it up?**

We highly encourage this!

**When will we know if there are any damages?**

72 hours after your check out we shred your damage deposit if no damages are found. Typically, we know immediately; however, sometimes items are discovered by housekeeping (linens, missing house items). In the event there are damages, we do not automatically cash the check. We have a conversation of the items and you have the opportunity to replace the items, use your wedding insurance or pay for the item directly.