

# FREQUENTLY ASKED QUESTIONS

## **GENERAL**

#### Can I tour the venue(s)?

Of course! Venue tours are scheduled by appointment. <u>Click here</u> to make your appointment or contact us at rentals@glenechopark.org.

## How long can I hold a date?

You can hold a date free of charge for up to 14 days.

#### What is the booking and contract process?

Within the 14-day hold period, we require that you fill out a facility rental information form. This form will allow us to draw up your contract. Once the contract is sent to you, you have two weeks to return the contract to us signed and with your first deposit. We do not require a deposit until you have had a chance to review the contract. If the form is not received within the 14-day hold period, your hold will automatically expire.

## What is your payment schedule?

Depending on when you book your event, our standard payment schedule is 25% due approximately two (2) weeks after the contract is sent to you, another 25% due four (4) months prior to your event, and the remaining 50% due six (6) weeks prior to your event. Note - payment schedules may vary based on venue and initial time of booking.

## How can I pay?

We accept Visa, Mastercard, American Express, Discover and check. You will receive an invoice from Square. Credit card fees do not apply.

## Are there any discounts available?

There are discounts for higher-level donors. Please ask the Partnership staff to see if your contribution qualifies for a discount. We do offer a 10% discount for 501 (3)(c) nonprofit organizations.

#### What times can I rent the facility?

Please refer to the Venue Rate sheet as timeframes can vary based on packages and venues. All timeframes are inclusive of set up, the event time, and clean up. Additional hours cannot be added to a package.

Individual venues are also available for rent. Some venues have set rental timeframes and others have minimum rental hours with additional hours based on availability. Rental times for all of our spaces include the time needed for set up, event time and clean up.

#### What is included with the facility?

Your rental fee pays for the use of the space only. Any benches, fans and speciality lights already in the venue are included with the rental fee as well. We do not provide any tables, chairs or other additional equipment or supplies for events, but these can be supplied by catering companies or any other rental companies. Tables and chairs used in our spaces must have rubber, felt, or wooden feet in order to prevent damage. A catering tent is available April - November for Bumper Car Pavilion rentals.

#### Do you provide event coordination services?

No, we do not offer event planning or coordinating services. Depending on your event, we highly recommend hiring an event coordinator for your event to ensure your event runs smoothly. Our Venue Manager will help guide you through your venue booking process, answer any questions, offer vendor recommendations, provide insight on previous events and is available for tours and event walkthroughs. On the day of your event, an Event Supervisor that will be onsite throughout the entire time of your event.

#### Will someone from the venue be there for my event?

Yes. We have Event Supervisors that will be onsite throughout the entire event, from set up to clean up. Our staff is here for any venue related questions, to ensure the safety of park visitors during load in and out, enforcing any policies or rules of the venue, and troubleshooting and problem solving venue and park related situations that may arise. The Event Supervisor is not an event coordinator and they are not required to assist in set up, clean up or any logistics for the event.

## Do I have exclusive use of the Park for my event?

No. Glen Echo Park is a National Park and it must stay open to the public. Public hours are 6 am to 1 am. Frequent visitors of the park are aware we have private rentals and respect rentals that occur here. To help with public awareness, we do stanchion areas off depending on the set up of the event.

## What catering companies do you allow?

If the event is to be catered, the caterer must be selected from among these fifteen approved caterers. These full service caterers are qualified to provide food service at the park. They are familiar with the venue and can assist you with layout and equipment needed for your event. They are also aware of the rules and regulations we require to prep, cook, and serve food on site. As a full service caterer, they will do everything event related (set up, food/beverage service, clean up, and trash removal). Some caterers also provide event planning services.

Catering by Seasons • The Chef's Table
Corcoran Caterers • Delicious Gourmet
Equinox Restaurant • High Point Events & Catering
Main Event Caterers • Occasions Caterers
Ridgewells Catering • Rouge Fine Catering
Signature Caterers • Simply Fresh Events
Spilled Milk Catering • Well Dunn Catering
Windows Catering Company

Praline at Glen Echo Park also provides delicious and beautiful special occasion cakes! Contact information for these caterers can be supplied upon request.

If none of our approved caterers can fulfill the special dietary or cultural food needs for your event, accommodations can be made to use an outside full service caterer for an additional fee. Contact us for more information.

#### What if I want to provide my own food?

If the event is not catered by an approved caterer and renter would like to have drop off catering or potluck, a self-catering fee will apply. With this option, renter is responsible for setting up, cleaning up, and ensuring the venue is returned back to its original condition. Please contact us for more information.

#### Can I have a food truck for my event?

Yes, food trucks are allowed. However, different rules and fees apply depending on the capacity in which you would like to use them. Please contact us for more information.

## Are there any restrictions in regards to alcohol?

Since Glen Echo Park is a National Park, you must apply for an Alcoholic Beverage Permit through the National Park Service in order to serve alcohol. The Partnership will provide the application form and submit the completed form on your behalf at no fee. Only beer, wine, hard seltzer (without distilled liquor), and champagne may be served; all hard liquor is prohibited and there is no exception to this rule. Food must be served at an event with alcohol. A security fee of \$16 per hour may apply depending on the venue.

You may supply the alcoholic beverages for the event or go through the caterer. All alcohol must be controlled, opened and served by the caterer's personnel or a certified bartending company. Both service and consumption of alcohol are restricted to only the venue(s) you have rented.

## Do I need a photography permit for my event?

A photography permit is not required as long as photos are taken on your event date. You may take photos anywhere on park grounds. A National Park Service permit is required for any photoshoots outside of the event date. If you are interested in taking photos in the Spanish Ballroom or the Carousel, a fee will apply.

#### Do you have any smaller indoor rooms?

We have two available rooms to rent in the North Arcade building: the single room can hold up to 30 people, and the double room can hold up to 60 people. These rooms are rented at an additional cost.

#### Can I incorporate the park's picnic tables in my event?

Picnic tables located in the middle of the park are for public use only. This area cannot be reserved. Alcohol is prohibited in this area. Picnic tables cannot be moved from the picnic grove.

#### Can the Carousel be open for my event?

The Carousel runs from May - September, with normal operating hours on Wednesday - Friday from 10 am - 2 pm, and Saturday - Sunday from 11 am - 5 pm. If your event is scheduled during these hours, the Carousel will be running and the band organ will be playing. Bulk tickets for guests can be arranged in advance.

The Carousel can also be operated for additional hours during the carousel season in conjunction with a Spanish Ballroom or Bumper Car Pavilion rental for an additional cost. A minimum of one hour or a maximum of two consecutive hours can be arranged for, starting no earlier than 5:30 pm and ending no later than 9:30 pm on Saturdays and Sundays, or 2:30 pm to 9:30 pm Wednesdays - Fridays. The Carousel Package includes the cost of rides for event attendees who ride the Carousel.

The Carousel must remain open to all park visitors at all times, including any additional hours in conjunction with an event. No exclusive use of the Carousel can be granted. The Carousel cannot be operated outside of the carousel's normal operating season, but photoshoot opportunities may be arranged depending on availability.

## Are there any decorating restrictions?

Since Glen Echo Park is a National Park and its buildings are historic properties, great care must be taken to protect and preserve these structures. The use of tape, command hooks, staples or nails to affix decorations or signs to the building is strictly prohibited. Flammable substances and open flames are not permitted in or near ANY Park structure. Balloons are possible decorations, please contact us for more information.

The ability to decorate on park grounds outside of your rented venue is very limited. Decorations can not be hung or attached to trees, light poles, or existing signage around the park. Directional signage is permitted if renter uses a freestanding sign or yard/real estate signs with a stake size less than 3/4th of an inch.

## Are candles or Sternos permitted?

Because our buildings are historic, no open flames (including sternos) are allowed in or near any of the buildings. As an alternative, LED candles and votives may be used.

#### Is there a sound system in the facility?

The Spanish Ballroom, Bumper Car Pavilion and Ballroom Back Room have in-house sound systems. The Ballroom and Pavilion also have a built-in stage. If a house sound system is to be used, the designated person who will be operating it must be trained in advance by a member of the Partnership staff. Other spaces in the Park do not have a sound system. Please contact the Venue Manager for additional information.

#### Are there any music restrictions?

Live or DJ-provided music is permitted in the Spanish Ballroom, Bumper Car Pavilion and Ballroom Back Room. All music must end by 11:30 pm for outdoor pavilions.

#### Are there any other restrictions I should be aware of?

Since the Spanish Ballroom is an historic building, we take great care in preserving the original dance floor. Because of this, the main ballroom floor must be covered with a waterproof carpet wherever food or drink service and consumption will occur. Carpet packages are available through the Partnership or we can recommend vendors that can provide this service at the renter's own expense and arrangement.

# Since there is no heat in the Bumper Car Pavilion and Spanish Ballroom, can I bring in additional heaters?

The Bumper Car Pavilion has electric infrared heat panels that can help to heat parts of the space. Additionally, the Bumper Car Pavilion has clear plastic sides that can be lowered to enclose the space. Several of our vendors are able to provide auxiliary heating and cooling solutions for the Pavilion – ask us for more info! Large floor fans are in the Spanish Ballroom and Bumper Car Pavilion. Additional heating and cooling may be possible in the Spanish Ballroom with prior approval from the National Park Service.

## How is parking at Glen Echo Park handled?

Parking is free at Glen Echo Park. We have a large main lot off of Oxford Road that your guests may use. Unfortunately, overnight parking is not allowed. The parking lot located beneath the main "Glen Echo Park" sign requires a permit 24 hours a day, seven days a week. There is limited parking available in the small parking lot off of MacArthur Blvd., which is permit-only seven days a week until 4:00 pm. There are handicap parking spaces in all of these lots.

Spanish Ballroom and Bumper Car Pavilion rentals are allowed to hire a valet service for their event. Golf carts are prohibited.

Depending on the size and timing of your event, parking attendants may be required with an additional fee in order to ensure park visitors and event attendees can be accommodated in the main parking lot.

#### Is smoking allowed?

Smoking and vaping is not allowed in any of our buildings or structures. Smoking is permitted outside any of our buildings or structures, and there are receptacles in the park for safe cigarette disposal.

#### Where are the restrooms located?

The main restrooms for the Bumper Car Pavilion are located in the comfort station, the red brick building next to the Carousel. The Spanish Ballroom has restrooms located in the building.

#### Do I need liability insurance for my event?

We do not require liability insurance for Bumper Car Pavilion events. You are welcome to get insurance at your own discretion. Liability insurance is required for all Spanish Ballroom events.

#### What happens if the Park is closed due to inclement weather or power outage?

If the Park must close for reasons related to severe inclement weather (snow, ice, hurricane), unsafe site conditions, power outages, or other unforeseeable circumstances, the renter will be allowed to reschedule the event based on availability, or receive a partial refund. The Partnership will not be responsible for fees or costs incurred related to caterers, bands or other vendors due to rescheduling or cancellation.

#### What is the cancellation policy?

Per our standard cancellation policy, if you cancel your event at least six (6) months prior to your event, you will be refunded the full amount of your payment less a \$250 processing fee. If you cancel your event at least four (4) months prior to your event, you will be refunded the full amount of your payment less a \$500 processing fee. If notification is received less than four (4) months prior to the date of the event, all rental fees collected to date will be forfeited, but you will receive a credit against the rental fee forfeiture if the venue is subsequently rented on the same date. Please note that this cancellation policy may vary based on the time between your contract signing and event date

## I love Glen Echo Park! What are my rental fees going towards?

All rental fees go back into the preservation of the park, upkeep of the venues and support of our public programs.