

# FAQ'S

## Availability

**Q: Does Patio Gardens allow multiple wedding bookings per weekend?**

A: No, we focus on one wedding per 48 hour period

**Q: How many guests can I have on site?**

A: We can accommodate up to 90 guests

**Q: Can I visit the venue before my wedding for planning?**

A: Yes, this can be arranged.

**Q: Is the venue available for exclusive use?**

A: Pondsides Pasture is exclusive use. There is an operating garden centre on the premises, therefore the Cedar Room and Greenhouse will be exclusive from 5:30 pm onward.

**Q: How far in advance can we reserve our date?**

A: Depending on availability we suggest you book your event 6 months to 1 year in advance

**Q: What are the rates for different seasons or day of the week?**

A: Our rates are based on the space, not the season or day of the week.

**Q: What day of the week can I have my wedding?**

A: Any day!

**Q: How many hours are included in the rental of the space? How early can we arrive, and how late can we stay?**

A: Day prior - 12pm to 6pm, Day of wedding - 8am to close, Day after - 9 am to 12pm

## Payment

**Q: How much is the deposit?**

A: 25% of the total due at booking, as a non-refundable Deposit. \$1000 Damage Deposit is required in addition to the Venue Rental Deposit, which is fully refundable.

**Q: How do you structure the payment schedule?**

A: 25% due upon signing to secure your date, remaining 75% due a minimum of 30 days prior to event date.

**Q: What is included in the venue rental? Does it cover service charges, gratuity, and cleaning fees, or are those additional line items?**

A: The Venue Rental includes only the physical space(s) itself. The total rental includes the venue rental fee, any a la carte items, plus GST.

**Q: When is the last possible date to make changes to our package option?**

A: One month prior to wedding date

**Q: How do you accept payment for deposits, etc?**

A: E-transfer, Cash, Cheque or Credit card

## Logistics

**Q: Is the site handicap accessible?**

A: Yes, including one handicap accessible bathroom.

**Q: Are there noise restrictions?**

A: Yes, due to local area restrictions, music must be reduced by 9:00pm.

**Q: Does the property offer overnight accommodations?**

A: No, but we are happy to make recommendations!

**Q: In the case of rain, does the property offer tenting solutions?**

A: We have two tents available to rent, however the venue cannot guarantee the weather, so please plan for alternate arrangements.

**Q: How many bathrooms are there?**

A: There are 3 bathrooms inside (including one handicap accessible washroom), and 2 outside near the Pondsides Pasture

**Q: Is there a sound system? Can we bring in a DJ or a band?**

A: No we do not provide a full sound system. You can bring in a DJ and/or a band. Please check power requirement compatibilities. We have a single Bluetooth speaker with 2 microphones available for use.

**Q: Are shuttles mandatory?**

A: No, shuttles are not mandatory, but recommended as parking is limited to 20 vehicles.

**Q: Does the venue have guest WIFI?**

A: Yes WIFI is available but limited to inside buildings only.

**Q: Is smoking and vaping allowed on site?**

A: Yes, only in designated smoking areas

**Q: Are weddings at Patio Gardens pet friendly?**

A: Leashed pets are allowed at the Pondsides Pasture for the ceremony. There are

no pets allowed in the indoor areas.

**Q: Is parking available on-site? Will guests be charged for parking?**

A: There is complimentary parking for up to 20 vehicles

**Q: Can we park overnight at Patio Gardens?**

A: Yes but only for standard vehicles. No campers are permitted and all vehicles must be picked up by noon the next day.

**Q: Where am I able to take pictures?**

Anywhere in the Cedar Room, Greenhouse, lower field and outside the barn, orchard and Pondside Pasture.

**Q: Will there be an on-site supervisor for the duration of my wedding?**

A: Yes, Patio Garden's Event Liaison will be onsite for the entire duration of your wedding, to supervise the event and provide limited assistance.

**Q: Can I have candles on property?**

A: Yes, candles are permitted indoors within an enclosed container only. No candles or flames of any kind in or around the Pondside Pasture.

**Q: Can I get ready for my wedding at Patio Gardens?**

A: You can if you wish, however we do not have a proper set-up for hair, makeup, and changing. We recommend you get ready off property.

**Q: Is it my responsibility to communicate Patio Garden's policies to my guests?**

A: Yes. You are responsible for adequately communicating Patio Garden's policies to your guests, and you will be held liable for the actions of your guests, including but not limited to: damage to any part of the property, and smoking anywhere outside the designated smoking area. You will receive a written set of all policies and rules in advance of signing your contract with us.

**Q: Can we provide our own food for the reception?**

A: Yes, however the clients will assume full liability for all food and beverage served.

**Q: Do I require liability insurance to have my event at Patio Gardens?**

A: Yes, a \$5 million liability policy is required

**Q: Do I need a Special Events Permit to have my event at Patio Gardens?**

A: Yes, a Special Events Permit (liquor license) is required

**Q: When is my proof of insurance due?**

A: Proof of liability insurance, special event permit and Serving it Right certificates are due a minimum of 2 weeks prior to your wedding date.

**Q: Can we bring in our own alcohol?**

A: Yes. You must provide proof of a Special Event Permit as well as a Serving it Right certificate for your servers/bartender.

**Q: Can I hire my own vendors?**

A: Yes, you will be responsible for hiring your own vendors. We would be happy to provide recommendations!

**Q: Are there any décor restrictions? (e.g. no hanging from the ceilings, or restrictions on sparklers or confetti)**

A: Only natural products can be used in the Pondside Pasture area; no flammables, glass, rice or confetti are permitted to maintain our natural farm aesthetic. No permanent or damaging attachments to walls, ceilings or floors inside.

**Q: What is the cancellation policy?**

A: The initial 25% deposit is non-refundable. If the required documents listed above is not received by Patio Gardens a minimum of 2 weeks prior to rental date, the event will be cancelled and all fees paid by the client are considered non-refundable. For more details, please request our Venue Rental Agreement.

## Rentals

**Q: Are the linen, plates, silverware, and glassware provided, or will we have to rent them separately?**

A: No, you will need to rent these items separately.

**Q: Are there tables available? What are their size and shape? How many do you have available?**

A: We have 8' and 6' rectangular tables and 2 x 6' rounds available. Additional tables of various sizes can be arranged by Patio Gardens if required.

**Q: What types of chairs are included or available? and how many are there?**

A: There are 46 metal and wood cross-back chairs available to rent on an a la carte basis for use within the Greenhouse and Cedar Room. There are 20 x 8' wooden benches available a la carte for use for the ceremony. Additional type of chairs or benches can be arranged by Patio Gardens if required.

**Q: Are there samples of the rental a la cart items available to look at?**

A: Yes we would be happy to have you in for tour!

*Please contact us at Patio Gardens if you have any further questions.*