



venue mentor

VENDOR GUIDELINES

We look forward to working with you! In order to ensure a successful event for all, we provide some helpful venue policies and expectations for events held at our venue. Please ensure you review all of the information below. Should you need anything or if we can support you, your contact for this event is listed below:

(VENUE REP NAME)
(VENUE REP PHONE) / (VENUE REP EMAIL)

LOADING IN & OUT

- Load in may begin as early as (TIME)
- The entry behind the building may be used to load in.
- Please use the door stops to prop open both doors when loading in equipment.
- Vendor property may **not** be stored overnight.
- Breakdown and load out must be completed **within (ONE HOUR)** of event end time. *If this is not enough time please bring the appropriate levels of staff to help you load out.*

PARKING

- Vehicles may not be left in the parking lot overnight.
- We have a limited number of parking spaces. To ensure parking can be utilized by our clients and their guests, we ask that after you unload that you use (street parking/designated area/vendor lot/etc.)
- All vendors are welcome to park there while loading in/out.

INSURANCE

All vendors are required to maintain at their own cost a minimum of \$1,000,000 per occurrence of annual aggregate of Commercial General Liability coverage. Vendors must provide (COMPANY NAME) with a Certificate of Insurance (COI) coverage naming (COMPANY NAME) as a Certificate Policyholder and as additionally insured. Insurance certificates must be provided to the venue no later than 30 days prior to the event date.

PROFESSIONALISM & PRESENTATION

(COMPANY NAME) reserves the right to require any staff members of the Vendor behaving unprofessionally or endangering guests, staff, or personnel to leave the premises immediately. Unprofessional and unsafe behavior will result in you not being allowed back for future events.

DJS & BANDS

- Large set up? Please keep in mind that breakdown and load out must be completed 1 hour after the reception ends. If your setup requires extensive time to break down, please staff accordingly.
- Cold sparklers, smoke, and fog machines are not permitted indoors under any circumstances.
- (VENUE NAME) does not allow anything to be taped, glued, or mounted to the walls or floors.
- (VENUE NAME) does not permit consumption of / WILL NOT serve alcoholic beverages UNDER ANY CIRCUMSTANCES to vendors working an event (regardless of if this is in your client contract terms). This includes all staff working the event.
- Parking is (LOCATION DETAILS) direct load in is done (DIRECTIONS/DETAILS)
- We have limited storage space for equipment and cases. We can not guarantee that space in our storage area will be available for use. Please plan accordingly. We will make our best effort to assist with storage needs DURING an event, however, (VENUE NAME) is not responsible for the safety of vendor property.
- All staff must be dressed appropriately and professionally.
- Vendor meals should be eaten in (LOCATION/ROOM)
- Smoking is allowed in vendor parking or in the designated smoking area near the catering entrance. Please be respectful and discard cigarette butts in containers.
- Vendors will perform at the highest professional level and with the highest business ethics. (VENUE NAME) reserves the right to prohibit use of vendors who are unable to perform professionally for future events.

FLORISTS & DECORATORS

- We ask that arrangements be prepared prior to arrival. We do not guarantee work space to assemble centerpieces, aisle arrangements, etc. However, we do understand that large installations, such as mantle pieces, must be prepared on site.
- Open flames are not permitted inside. If providing tapered candles you must provide glass containers for them.
- We provide (a cart, brooms, cleaning supplies) to use after installs. It is your responsibility to clear areas after set up is complete.
- If you are creating hanging installations, your design and weight capacity must be pre-approved by (VENUE NAME). You are responsible for providing your own (ladder/lift/materials) and for removing this installation at the end of the event.
- Nothing may be attached to any wall with nail, glue, tape, command hooks, or other adhesive materials.
- We do not permit faux rose petals on the lawn due. If using rose petals indoor that may not be red or pink as the dye stains concrete.
- The back door is required for all loading in and out. Nothing may be moved via the front or the patio doors at any point including arbors/arches.
- Parking is (LOCATION) with load in access to the venue. Please use door stops to prop doors open.
- Room flip: We require that if a ceremony and reception are taking place in the Great Room, that you stay (or come back) to move your arrangements and decorations. In most cases, we have an area to have any large items loaded in before the flip, however our staff is not responsible for moving or changing pieces that you bring in.

FLORISTS & DECORATORS

- All floral pieces must be cleaned and removed from the venue after the event, whether that is by you, the planner, or client. We require all florals, vases, decorative items to be removed from the venue at the end of the event. Due to our event schedule we are not able to store decor overnight or for any period of time and abandoned property is not guaranteed to remain onsite if space does not allow.
- (VENUE NAME) does not permit consumption of / WILL NOT serve alcoholic beverages UNDER ANY CIRCUMSTANCES to vendors working an event (regardless of if this is in your client contract terms). This includes all staff working the event.
- We have limited storage space for equipment and cases. We can not guarantee that space in our storage area will be available for use. Please plan accordingly. We will make our best effort to assist with storage needs DURING an event, however, (VENUE NAME) is not responsible for the safety of vendor property.
- Smoking is allowed in vendor parking or in the designated smoking area near the catering entrance. Please be respectful and discard cigarette butts in containers.
- Vendors will perform at the highest professional level and with the highest business ethics. (VENUE NAME) reserves the right to prohibit use of vendors who are unable to perform professionally for future events.

PHOTOGRAPHERS & VIDEOGRAPHERS

- Furniture in the dressing suites may not be removed from the suites. If rearranged please be sure to return the space how you found it.
- We have a limited number of parking spaces. To ensure parking can be utilized by our clients and their guests, we ask that after you unload that you use street parking.
- (VENUE NAME) does not permit consumption of / WILL NOT serve alcoholic beverages UNDER ANY CIRCUMSTANCES to vendors working an event (regardless of if this is in your client contract terms). This includes all staff working the event.
- Please do not stand on furniture, tables, chairs, etc. for any reason.
- Parking is (LOCATION) with load in access to the venue. Please use door stops to prop doors open.
- We have limited storage space for equipment and cases. We can not guarantee that space in our storage area will be available for use. Please plan accordingly. We will make our best effort to assist with storage needs DURING an event, however, The Maxwell is not responsible for the safety of vendor property.
- All staff must be dressed appropriately and professionally.
- Vendor meals should be eaten in (LOCATION/ROOM).
- Smoking is allowed in vendor parking or in the designated smoking area near the catering entrance. Please be respectful and discard cigarette butts in containers.
- Vendors will perform at the highest professional level and with the highest business ethics. The Maxwell reserves the right to prohibit use of vendors who are unable to perform professionally for future events.
- Drone footage is (permitted/ permitted outdoor only / not permitted/ etc.).



SEAMLESS OPERATIONS

Are you running your venue—or is it running you?

I'll guide you step by step to create a streamlined, profitable operation that earns industry respect, delivers an exceptional client experience, and gives you the freedom to actually enjoy the business you've built.



Protect your investment with clear policies and safeguards.



Streamline operations through proven checklists + processes.



Deliver a seamless client experience with professional, consistent standards.



Save time and reduce stress by having everything you need—ready to implement.

venue mentor
HOSPITALITY SOLUTIONS

lets work *together*

BOOK A CALL

contact

VENUEMENTOR.COM

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connect



CHELSEA-HAND



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