



## **FREQUENTLY ASKED QUESTIONS FOR RECEPTIONS**

### **What time of day can I have my event?**

To ensure greater privacy for your event we may only accommodate receptions after Zoo hours (6 pm April 1-October 15, 4pm October 16-March 31).

### **Am I allowed to hold a site and what does that entail?**

There is no deposit necessary to hold a site and date for you for up to two weeks. After two weeks a facility contract must be signed and returned with the specified deposit to guarantee the availability of preferred location and date.

### **What is the cancellation policy?**

A cancellation will be accepted in written form only. If canceled more than 6 months in advance the Zoo will retain \$300.00. If canceled less than 6 months, the Zoo will retain all payments paid to date minus the security deposit. If event is canceled less than 30 days before event there is no refund. Due to the nature of the venue there are no rain checks.

### **What if it rains on my event day?**

In the event of rain or inclement weather conditions we will try to relocate your event to a covered venue. However please note that there is limited covered or indoor space and we cannot guarantee that an alternate space would be available. If an adequately covered venue is not available we will recommend the rental of an appropriate tent to execute your event.

### **When can I set up and break down my event?**

Event set-up may begin at 3:00 pm. Break down must be completed by 12 am the night of your event. Tent, tables and chair pick up will be arranged to occur no later than 32 hours within close of your event.

### **Can I bring in my own tent, tables and chairs or use an outside vendor?**

For the safety of our animals the Nashville Zoo requires that our exclusive vendors handle the rental of tents, tables and chairs. The Event Sales Manager can assist you with retaining a quote based upon your event needs.

### **Can I add additional décor to my facility site?**

All décor must first be approved by the Event Sales Manager and must be removed by close of the event. Failure to do so is considered a forfeit of décor and possible loss of all or part of your security deposit. No decorations of any sort may be placed on any of the existing structures of the Grassmere Historic Farm, including stairs and both porches of the Croft House. No open flames of any kind are allowed. Candles must be enclosed in votive holders, hurricane lamps or other glass enclosures, and can only be used upon approval. Bird seed, real flower petals, bubbles and butterflies, in reasonable quantities, are the only items allowed during your ceremony or reception. Confetti, balloons, piñatas, rice, sparklers, fake flower petals and birds are NOT allowed.

**May I have music at my reception?**

Yes. Each rental location has its' own limitations of sound and music. Please consult with the Event Sales Manager regarding the specifications to your particular site before booking any musicians. Music volume and bass in all areas of the Zoo must be kept at reasonable and appropriate levels. Event Sales Manager will help determine the appropriate volume for your music. City limitations require that music must end by 11pm.

**What is included in my facility rental?**

- Free parking for all guests
- Use of facility site
- Nashville Zoo representative during event
- Security Guard and Host
- Rental of tables and chairs where applicable to rental site
- One Year Dual Membership for newlyweds

**What additional expenses are associated with a wedding or reception?**

- Event Planner
- Rental of tent, tables and chairs where needed
- Decorations/Flowers
- Linen, china and glassware
- Additional security guard if alcohol is served
- Evidence of general liability insurance in the form of a Certificate of Insurance for no less than \$1,000,000, naming Nashville Zoo as an additional insured
- Catering

**Am I allowed to bring in an outside caterer?**

We have an exclusive contract for onsite catering with A Taste of the Wild Catering. The Event Sales Manager will work with you to create a menu perfect for your event. Wedding cakes may be brought in from outside sources as A Taste of the Wild does not do wedding cakes.

**Can I serve alcohol at my reception?**

Wine and beer may be served after zoo hours only. Hard liquors are not allowed. Client must provide all alcohol that will be served as well as take any remaining alcohol with them at the end of the event. No cash bars are allowed. A Taste of the Wild Catering must provide the bartender at an additional fee. An additional security guard must be obtained by the Event Sales Manager for all receptions serving alcohol over 100 people. Any persons who are deemed by the Nashville Zoo staff to have had too much to drink or who behave inappropriately will be asked to leave the premises.

**Do you have a "preferred vendor" list of vendor services?**

Yes. We have an extensive list of photographers, disc jockeys, cake providers, décor and material rental providers, and florists to make your planning easy.

**Do I have to use your preferred vendors?**

It is strongly recommended that you use a provider off of our preferred vendor list. These are companies that have been trained on Zoo protocols and have extensive knowledge of the grounds and how to best serve your needs and fully understand our need to protect the animals and our guests. Should you want to use a provider not on the list we do charge a per vendor fee to do so.