

MOUNDS VIEW EVENT CENTER FAQ

Q: Can I bring in my own food?

A: Yes. You may bring in your own food for your event. You are welcome to rent our prep kitchen that is equipped with a double sink, walk-in refrigerator and counter space for an additional fee. All food storage must be kept within your rental spaces.

Q: Can I bring in my own liquor?

A: **No.** Alcohol service is required by a liquor caterer that is licensed by the State of Minnesota - Department of Public Safety - Alcohol and Gambling Enforcement Division. You can ask us for a list of vendors we have a current license on file for, or you can have any vendor with this license submit to our Event Director for approval. All liquor caterers must be approved 30 days before to your event.

Q: Will you provide security for my event?

A: No. If alcohol is being served you are required to have security present at the Event Center entrance. All security must be over 21 years of age and not consuming any alcohol. You may check with the Event Director for suggestions.

Q: What time do I get access to the Event Center?

A: You can access your rented spaces beginning at the time you have reserved. We are able to rent the Event Center Monday-Thursday from 8am-10pm, Friday and Saturday from 8am-1am, and Sunday from 2pm-10pm. You can contact our Event Director if additional hours are needed to check for availability

Q: What is included with the reservation fees?

A: We provide the space, tables, chairs, stages, and staffing for your event. We have some additional items that are available for a fee if you choose to rent them through us. Everything else that you would like to have, such as linens, dishes, decorations, etc, would need to be brought in on your own.

Q: When do I need to pay for my reservation?

A: We require 50% of the reservation fee to be paid upon making the reservation. The remaining balance is due 30 days prior to the event.

Q: How many people can fit in the Event Center? Is that standing or seated?

A: The Event Center has a maximum capacity of 350 seated at tables. If you would like space for dancing or moving around, the capacity is 300 seated at tables. If you will not have any tables in the space we can fit 400 people in the Event Center.

Q: Do you have a list of preferred caterers and vendors?

A: No. We are an open catering facility allowing you to choose your own caterers and vendors. We are happy to provide you with suggestions if you wish.

Q: Will you provide staff for my event?

A: Yes. There will be an event host in the building during your event. They will be able to assist in any building related issues that may arise.

Q: Do you provide decorations?

A: Our ceilings are draped and we have some linen décor available to rent for an additional fee, but we know that each event is special so we allow you to bring your own centerpieces and decoration to make it personal to you.

Q: Are there any decorating restrictions?

A: All decorations hung on the walls must be hung with blue painters' tape. We have ceiling draping complimentary to you that must remain in place, you are allowed to add to if you wish. Candles are

allowed in our facility, but they must be in a glass container that goes higher than the flame. No confetti or loose glitter is allowed.

Q: What do I have to clean up at the end of my event?

A: You are responsible for removing all garbage from the tables and floors and placing them in proper receptacles. You are also responsible for removing all decoration and any items that you bring in, including DJ equipment by the end time of your contract. Late fees will be assessed if you are not out of the facility on time. Our staff will vacuum and remove all tables and chairs.

Q: Am I allowed to hire a DJ or band for my event?

A: Yes. You are more than welcome to have a DJ or a live band at your event. We do not allow fog machines in our facility. We have AV equipment available for an additional fee that works well for a speaker or with an iPod hook-up for softer background music.

Q: Is the Event Center AV equipped? Is there a fee to use this equipment?

A: We have portable speakers with a microphone, an LCD projector and screen available for an additional fee.

Q: Are there dance floors in your banquet room?

A: Yes. There is a large permanent dance floor in the Event Center available to you.

Q: Do you provide table linens?

A: We have table covers and napkins in limited colors available to rent for an additional fee. All other linens, including chair covers, would need to be rented through a rental company.

Q: How do I pay for my reservation?

A: We can take payment over the phone using a Visa, MasterCard, Discover and American Express. You may also mail us a check or pay in person with a credit card, cash or check.

Q: How does the damage deposit work?

A: All damage deposits are to be paid 30 days prior to the event. If all of our policies are followed and there is no damage done to the room, you will receive your damage deposit back.

Q: Is there a kitchen I can use?

A: We have a kitchen equipped with a warming oven, dishwasher, refrigerator, freezer, sinks and prep space that is available to rent for an additional fee if you are a caterer that is currently licensed by the State of Minnesota. All caterers must be approved by our Event Director 30 days before your event.

If you are not a licensed caterer, we have a prep kitchen available to rent that is equipped with sinks, walk-in refrigerator, ice machine and prep space.

Q: What happens if I need to cancel my event?

A: We can refund 75% if you provide written notification of your cancellation 30 days before your event. If another party reserves that date we will refund the remaining balance less a \$50 processing charge. We are unable to issue any refund within 30 days of your event.

Q: What is the best phone number to get a hold of someone in rentals?

A: 763-717-4041 is the number for our Event Director. Please keep in mind that we are often on the phone or away from our desk for an appointment, and we are not able to answer all incoming calls. If you reach our voicemail, please leave a message and we will return your call as soon as possible.

Q: What size tables do you use?

A: We offer seating at 6-foot round tables. For banquet style events, 10 people can be seated at each table. We have 8-foot and 6-foot rectangle tables for food, gifts, etc.

Q: Can I have a rehearsal at your facility?

A: Yes. You may have your rehearsal at our facility, but you would need to rent a room to do so. The fee would depend on how many people you are expecting, the length of time you would need it for, and room availability.

Q: Where can I hold my ceremony at your facility?

A: Depending on guest count we may be able to separate the Event Center so you can have your ceremony on one side and the reception set up on the other. You may also choose to have your guests sit at the tables that are set for the reception. We are not able to do room turnovers to accommodate both the ceremony and the reception in the same room.

Q: Do you have Wi-Fi?

A: Yes. We have free wi-fi available for your use. There is no password required.

Q: Do you have parking on site?

A: Yes. We have parking lot with 260 spaces at no charge for you and your guests to park.