

# FAQ

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## PAYMENTS & BOOKING

Is there an upcharge for holiday dates?

- If your event falls on a holiday, your venue fee will be increased to the next highest rate.
  - For example, if your event is on a Thursday but is a holiday, your fee will be increased to the Friday/Sunday rate.
  - HPO Holidays are: New Year's Eve, New Year's Day, Easter, Memorial Day, Labor Day, Independence Day, Thanksgiving, Christmas Eve, and Christmas Day.

What is the fee schedule?

- The retainer to hold a date is 50% of the rental fee. This does not include a-la carte items.
- The next 25% is due 3 months prior to the event.
- The remaining balance is due 1 month prior to the event.
- We cannot accept less than a 50% retainer. The remaining balance can be broken up into any amount requested provided that the fee schedule is met.
- A \$5 fee per business day will be applied for any late payments.

What forms of payment are accepted?

- Payments may be made via cash, credit card, or check. Checks may be made payable to The Postman, LLC. A \$25 fee will be applied for any bounced checks.

Do you offer any discounts?

- 15% off rental fee for non-profit organizations
- 10% off rental fee for active duty military and first responders. The renter must be the one who qualifies, it cannot be a relative or associate of the renter's. This discount cannot be applied to all-inclusive packages.



# FAQ

Are there any additional fees?

- The HPO does not charge taxes or service fees. The only additional fees that are mandatory are:
  - \$500 refundable damage/cleaning deposit. This is refunded within 10 business days after the event.
  - \$55 ABC license fee (not to be paid to HPO) if alcohol is to be served at the event.
  - Private event insurance (not to be paid to HPO). Can range in price from \$150-\$250+ depending on the insurance company chosen.

What is your cancelation policy?

- If an event is canceled at any point or for any reason, all payments made according to the fee schedule are non-refundable.

What is your change of date policy?

- A \$500 administrative fee will be applied to any date changes.
- If a date change is requested, the client will be billed for the current pricing in effect at that time (if different from the pricing at time of initial booking).
- Any date changes must be requested and approved 6 months prior to the event. Date changes requested after the 6 month mark will not be approved.

What is your “Acts of God” policy?

- “Acts of God” (including but not limited to; natural disasters, hurricanes, snow storms, floods, fires, pandemics, epidemics, government law or order, national or regional emergencies etc.) that make the building inaccessible the day of the event will be rescheduled to the soonest available date.

Can I place a hold on a date?

- As we have a large number of clients inquiring about the HPO’s availability, we do not hold dates without a 50% retainer fee and signed contract.



# FAQ

Can I make changes to the contract?

- Changes to the contract must be made by the HPO and then “approved” by the renter via our planning platform, Honeybook.

What are the final meeting requirements?

- The following items are due at the final meeting:
  - Event timeline (including all vendor arrivals)
  - Event layout
  - List of all vendors w/ email addresses
  - ABC license
  - Certificate of Event Insurance
  - Final payment

## AMENITIES & RENTALS

What parking accommodations do you have?

- A convenient private parking lot is included in your venue rental. Plentiful guest parking can be viewed on the parking map located on the HPO website.
- Valet service may be contracted through a separate company if the Renter chooses.
- The church parking lot located directly behind the HPO may be rented for \$150. The lot may be rented 60 days prior to the event if available.
- The HPO is not responsible for lack of parking due to city of Hampton events.

What is the guest capacity?

- Ceremony downstairs- up to 180 guests
- Seated reception downstairs- up to 180 guests
- Seated reception on both levels- up to 250 guests
- Standing on both levels- up to 400 guests



# FAQ

How do I create a custom layout for my event?

- The Renter may choose their own unique layout according to their vision. We recommend creating a custom layout on [prismm.com](http://prismm.com) by searching for 'The Historic Post Office' under venues.

Do you have outdoor facilities for events?

- Our courtyard may be used for an outdoor ceremony or cocktail hour.

What is your policy on event time?

- Events are limited to a five hour period. Additional time may be added for \$250/hr.
- All events must end by 11PM to be cleaned up by midnight.

When do I need to finalize what a la carte items I want?

- At least one month prior to the event.

What is the Setup Service?

- The setup service includes the setting up of tables and chairs before the event. This does NOT include the "flip" of the room from ceremony to reception. This does NOT include your personal décor, etc.

Who is responsible for the transition from ceremony to reception, or the "room flip"?

- The room flip is the responsibility of the caterer and/or coordinator.

What is your rehearsal policy?

- The renter will be allowed a 1 hour rehearsal at the HPO's discretion due to the other weddings/events being held at the time.
- Rehearsal times will be established at the renter's final meeting at least one month before the event and may not be scheduled before that time.



# FAQ

Does the HPO provide security for my event?

- Four hours of complimentary security is provided by All Clear Security.

Do you have handicap accessibility?

- The HPO has an exterior lift and interior elevator for handicap needs. The dressing suites do require a few steps to enter.

Do you offer Audio/Visual Equipment?

- The HPO does not have A/V equipment on-site. However, the HPO can subcontract an A/V company as requested.

## VENDORS

Who may cater at the HPO?

- We require the use of one of our exclusive caterers (see vendor list provided on HPO website).
- If the Renter would like to utilize a caterer not on our list, a \$500 non-refundable administrative fee will apply to the Renter. The caterer must submit their business license, insurance, and signed catering checklist in order to be approved. The caterer must be full-service and is responsible for serving food, bussing tables and cleaning the kitchen prior to their departure. The caterer will also submit a \$500 refundable damage deposit to ensure checklist responsibilities are adhered to the day of the event. The non-preferred caterer must be approved by HPO prior to Renter booking the company.

Can the caterer cook food on-site?

- No, we have a full-service warming kitchen, so food cannot be cooked inside. However, caterers may bring a grill/oven to cook outside on the back load-in dock.

Do my other vendors have to be chosen from the HPO preferred vendor list?

- While we highly recommend the vendors on the HPO Preferred Vendor List, no, it is not required that you choose the rest of your vendors from said list. We recommend that all vendors have valid business licenses and valid certificates of insurance. A full vendor list must be submitted to the HPO at the final meeting 1 month prior to the event.



# FAQ

Am I required to have a day of coordinator?

- Yes, the HPO requires that you have a DOC for your event.
  - While a professional coordinator is highly recommended (see HPO Preferred Vendor List for recommendations), it is not required.
  - The DOC should be present from the beginning of the event to the very end of the event (including setup and breakdown times).
  - The DOC will serve as the main point of contact for the entirety of the event and should not be involved in any event festivities (ex: they should not be a family member/event guest of the renter's).
  - The DOC cannot be partaking in alcohol during the event.
  - We encourage the DOC to be present at the final meeting, especially if they have never worked in the building before.

## REGULATIONS

What is your alcohol policy?

- You may provide your own alcohol if you obtain the 24 hour ABC license through the Virginia ABC website. If your caterer is providing the alcohol, you may use their ABC license instead. Alcohol must be served by a licensed bartender.

What decorations are or are not permitted?

- We allow:
  - Live candles, provided they are not on the floor
  - Sparklers, biodegradable materials, etc. for outdoor exits, provided they are properly disposed of
  - Lighting/drapery from the ceiling, provided it is hung by an approved professional company
- We do not allow:
  - Fog machines, cold sparklers, or confetti
  - Items tacked/taped to the wall



# FAQ

Can we bring in items the day before the event?

- No, due to liability reasons, we cannot allow this.

What is the Damage/Cleaning Deposit?

- A \$500 refundable cleaning deposit is due 1 month prior to the event. In order to receive this amount post-event, the Renter is responsible for:
  - No physical damage to the building, equipment, or property (including outside areas).
  - No excessive cleaning should be required as a result of event use (including outside areas).
  - All decorations and personal property must be removed from the venue at the end of the event.
  - All trash must be cleaned up and placed in appropriate receptacles.
  - All rental equipment must be neatly stacked in the service area for pick up, by no later than 9:00 am the day after the event.
  - All vehicles and property must be removed from the gated parking lot by the end of the rental period. HPO staff will lock the gates to the lot at that time.
  - All HPO rentals are properly returned at the end of the night and are not materially damaged in any way.
  - Breakdown of the event does not exceed the contracted time.
- Smoking of any kind within the HPO will result in a full loss of the cleaning/damage deposit.
- The presence of weapons or illegal drugs on HPO property or grounds will result in a full loss of the cleaning/damage deposit.

What is your smoking policy?

- Smoking of any kind is not permitted within the HPO. There are smoking stations outside of the HPO for guests.



# FAQ

What is your pet policy?

- Pets are permitted at the HPO but must follow these guidelines:
  - Pets must be on a leash and supervised at all times.
  - Pets cannot be left in a crate during the event.
  - Any damage caused by pets will be deducted from the cleaning/damage deposit.

What event insurance is required?

- We require general liability insurance covering the day of the event (Special Event Liability Insurance) which shall have a single limit liability of not less than \$1 million, and general aggregate liability of not less than \$2 million.
- If alcohol is to be served, then the policy must include Host Liquor Liability coverage. This may be provided by an established third-party catering company if they are providing the alcohol.
- Insurance may be obtained through the Renter's own insurance company, or through [wedsafe.com](http://wedsafe.com) or [eventsured.com](http://eventsured.com).

