



# Wedding FAQs

## **Pricing/ Availability/ Payment**

### **How do I reserve a date?**

Reservations must be made with The Sanctuary Event Coordinator. To book a date, The Sanctuary requires a signed rental contract and \$500 non-refundable deposit.

### **When are fees due?**

Your initial \$500 deposit is part of your rental fees. Six months prior to your event, 75% of the rental fees are due. If your event is less than six months away, the 75% is due three months prior. The remaining balance of rental fees, item fees, and service fees are due 30 days out. Payments can be made by cash, check, or credit card. A 3.8% processing fee will be charged to all credit card payments taken over the phone. Renter is required to keep a valid credit card on file, listed on the rental agreement.

### **What happens if I need to cancel my wedding?**

Cancellations must be made 90 days prior to your wedding to receive refund of any fees paid (except the \$500 non-refundable deposit). If canceled between 90 and 60 days prior to the date of the event, a 50% refund may be issued (except the \$500 non-refundable deposit). If your wedding is canceled with less than 60 days, no refund will be issued. No refunds will be made when the event is canceled by The Sanctuary due to the renters' noncompliance with terms and conditions. Please consider the COVID-19 pandemic and make decisions on your event with the refund date restrictions in mind.

### **Are there any discounts or additional charges based on the date I book?**

Currently we do not have off-season booking. We do offer discount rates for weekday bookings, based on type of event. There is a \$500 additional fee due for events occurring on or during the weekends of major US holidays. Ask the Sanctuary Manager for this list.

## **Facilities**

### **What items come with your DIY Package?**

The rental fee includes:

1. Use of the main Sanctuary space
2. Two wedding suites
3. Access to commercial kitchen
4. 30 Round Tables (5ft.), 15 Rectangular Tables (6ft.)
5. 225 white folding chairs

Additional rental items are available for a fee and availability changes depending on when you make reservation. (Complete Checklist 30 days prior to receive these Services/Items.)

You will have exclusive access to the space from **9am-midnight** the day of your event, and **8-11am** the day after your event. Speak with the Events Coordinator to discuss adding additional on-site time as needed.

**How many people can this location accommodate?**

We can accommodate 225 seated at tables and 435 standing/audience seating. With COVID-19 restrictions, we are able to safely accommodate half our standard capacity (max 110 people).

**Are there adequate restroom facilities?**

We provide two guest restrooms in the front vestibule, with multiple stalls. These include handicap accessible stalls. There are also two private restrooms on each side of the stage, accessible to our wedding suites.

**How do events work during the COVID-19 Pandemic?**

Due to the pandemic, our organization is doing its best to take necessary precautions to protect our staff and guests. Our normal capacity is 225 guests, but our current max capacity is 110 guests, due to CDC guidelines. Tour dates are shortened and scheduling practices have changed. A social distancing process has been put into place. At this time, due to City of Cincinnati Health Department regulations, all guests must wear a face mask in the facility. The mask may be removed while eating, but must be worn at all other times. Thanks for your patients during this time and please be safe.

**Can you accommodate physically challenged guests?**

Our building is fully handicap accessible. We have an accessible parking with a ramp that goes into the building. Our restrooms are also handicap accessible.

**Is The Sanctuary air-conditioned/heated?**

Yes

**Do you have any restrictions on decorations?**

The Sanctuary offers great flexibility in decorating the space to fit your perfect vision. There are a few restrictions to prevent damage to the historic space and be safe for your guests.

1. No tape, tacks, nails, staples, or other adhesive or fastening devices may be used on walls, doors, windows, ceilings, floors, or furniture.
2. Open flames are prohibited. Candles may be used in enclosed glass or non-flammable holders. Containers must be at least 2 inches higher than the tip of the flame.
3. Smoke effects, fog machines, explosives, pyrotechnics, or wish/sky lanterns are not permitted in the space or on the campus.
4. Rice, confetti, birdseed, sand, glitter, table scatters, confetti, straw, silly string and aerosol fun- spray are not permitted. Real rose and flower petals may not be used on floors.

**What is parking like?**

There are 3 parking lots close to the Sanctuary. We have a small handicap-accessible lot with a ramp leading into The Sanctuary. This is great for unloading and reloading as well. There are two lots in the back of The Sanctuary off Burns Street. There is street parking all along St. Michael Street, Storrs Street, and Burns Street. The Sanctuary has hosted events with over 300 people and everyone has been able to find parking. Please ask staff for a parking map and further details.

**Who will be our point person prior to the day of our wedding? Who will be our point person on the day of our wedding?**

Your point person prior to wedding will be the Sanctuary Events Manager. This will also be your point person day of wedding, unless otherwise designated by Sanctuary staff.

**At what time will my guests and vendors have to leave the facility?**

We ask that everyone is out by midnight. If you opt to clean the space, we suggest starting around 11pm to give ample time. You and your vendors may return the next morning to collect items.

**Can I hold my ceremony here, too? Is there an additional charge?**

We do allow ceremonies in the space and there is no additional charge for holding your ceremony with a reception at The Sanctuary. It is important to note that The Sanctuary staff does not have the capacity to flip the space between a ceremony and reception. This will be the responsibility of the renters.

**What about security?**

Our neighborhood is a safe and welcoming place. The Sanctuary does have a security system and cameras for added security. If you would like to have additional security on-site for your wedding, we can contract with the Cincinnati Police Department for an off duty officer for \$45/hour in addition to your rental fees. Please connect with the Sanctuary Coordinator to arrange this at least 2 months prior to your event.

**Vendors**

**What is your alcohol policy?**

Alcoholic beverages may be consumed without a permit when there is no monetary exchange for the beverage and when there is no admission charge for the event. You may provide alcohol to your guests if you meet the following requirements: 1) Your event is private. 2) Your event has a guest list. 3) You are not charging guests to attend the event. We allow renters to bring in their own alcohol (beer, wine, and pre-mixed drinks only) to provide to guests. If you would like bottle service or a cash bar, we require you to hire a licensed bartender.

Responsibility for the appropriate use and consumption of alcohol at events and liability for any consequence arising from the consumption of alcohol at an event shall be assumed by the renter and/or the caterer serving alcohol. The renter shall be responsible to ensure that no underage persons consume alcohol at the event.

**May I hire my own caterer? Are there any catering fees?**

Outside caterers and services are welcomed but must be approved prior to event. Our commercial catering kitchen is licensed with The City of Cincinnati Health Department, so your caterer must be licensed with their city or county.

Please note that the agreement between the approved caterer and The Sanctuary includes a 10% commission on gross food sales paid by the caterer to The Sanctuary. Caterers may not pass this charge on to the rental client. This fee is for the caterer to use the premises to conduct its business.

**Can I hire my own vendors (coordinator, DJ, etc.)? Do you have recommended vendors?**

You may hire whomever you like to be your vendors. We do ask they follow our anti-discrimination and anti-harassment policies while on site and doing business with The Sanctuary. Vendors must respect our value of inclusion of all.