

THE SHANDELIER ROOM

FULL VENUE POLICY HANDBOOK

Please review the following venue policies carefully. These policies are designed to ensure a smooth event experience for all guests and to protect the venue, staff, property, liquor license, and future events.

EVENT TIMING & ACCESS

Can I arrive early to decorate or set up?

No. The Shandelier Room does not provide complimentary setup or decorating time. Your rental period begins and ends based on the time reserved in your contract.

Additional time may be purchased in advance and is subject to availability.

Can I add additional time during my event?

No. Additional event time must be purchased and approved prior to your event date. Same-day requests for additional time cannot be accommodated.

What does my event ending time mean?

Your rental period includes all setup, decorating, event activities, guest departures, vendor breakdown, cleanup, and removal of personal belongings.

The ending time listed on your contract is not the time to begin cleaning up—it is the time by which the venue must be completely vacated.

All guests, vendors, decorations, gifts, food, equipment, and personal property must be removed from the building by the contracted ending time.

A one-time grace period of up to fifteen (15) minutes may be provided at management's discretion. After the grace period expires, a \$300 overtime fee will be assessed.

Additional fees may apply if the delay impacts venue operations, scheduled staff, cleaning crews, or a subsequent event.

My decorator, caterer, DJ, or vendor is running late. Can I receive additional time?

No.

Clients are responsible for coordinating all vendors within their contracted rental period.

Vendor delays, setup issues, transportation delays, equipment failures, or late arrivals do not qualify for complimentary time extensions, refunds, credits, or discounted overtime.

Can vendors deliver items before my rental begins?

No.

Deliveries, drop-offs, decorating, and vendor access are only permitted during your contracted rental period unless prior written approval has been granted by management.

Can I add tables, chairs, linens, décor, or rental items on the day of my event?

No.

To ensure proper setup and staffing, all requests for additional tables, chairs, linens, décor items, upgrades, room layout changes, and rental equipment must be finalized prior to your event date.

The Shandelier Room does not guarantee the availability of additional items on the day of your event.

ALCOHOL POLICIES

Can I bring my own alcohol (BYOB)?

No.

The Shandelier Room does not permit outside alcohol under any circumstances.

All alcoholic beverages must be purchased, supplied, and served through The Shandelier Room.

What happens if a guest brings outside alcohol?

Any outside alcohol discovered on the premises may be confiscated and removed immediately.

Violations may result in additional fees, suspension of bar services, removal of guests, or termination of the event without refund.

Can I bring my own bartender?

No.

All bartenders and alcohol service staff must be provided and approved by The Shandelier Room management.

Can I bring ingredients for a signature drink?

No outside alcohol may be brought onto the premises.

If you would like a signature drink, please contact us in advance to determine whether we carry the necessary ingredients.

All signature drink menus, signs, and display materials must be supplied by the client.

Can guests drink alcohol outside the building?

No.

Alcoholic beverages may not leave the building under any circumstances.

Drinking alcohol is prohibited outside venue entrances, in front of the building, in the parking lot, on sidewalks, or in common areas.

FIRE, SAFETY & CATERING POLICIES

Can I use cold sparks, sparklers, fireworks, fog machines, or special effects?

No.

Cold sparks, sparklers, fireworks, pyrotechnics, open flames, fog machines, haze machines, smoke effects, and similar special effects are strictly prohibited inside or outside the venue.

Are candles permitted?

Battery-operated candles are welcome.

Open-flame candles, candelabras, tiki torches, fuel-burning devices, and any decorative item that produces a flame are strictly prohibited.

Can I cook food onsite?

No.

All food must be fully prepared and cooked prior to arrival.

Cooking, grilling, frying, baking, smoking, boiling, or food preparation requiring heat-producing appliances is prohibited anywhere on the premises.

Can I bring an air fryer, crockpot, roaster, hot plate, griddle, burner, fryer, or other cooking appliance?

No.

Clients, caterers, vendors, and guests may not bring or use any cooking appliances, including but not limited to:

- Air Fryers
- Crockpots
- Roasters
- Hot Plates
- Griddles
- Fryers
- Electric Burners
- Propane Burners
- Charcoal Grills
- Gas Grills
- Deep Fryers
- Portable Ovens

No exceptions will be granted.

How can food be kept warm during my event?

The only heating equipment permitted inside the venue is:

- TSR-approved commercial warming cabinets
- Standard catering chafers utilizing Sterno fuel

Unauthorized heating or cooking equipment must be removed immediately.

Can we use items in the kitchenette?

You may use the prep area, countertops, sinks, refrigerator, freezer, and food warmers.

You may NOT use any venue-owned:

- Chafers
- Serving Utensils
- Dinnerware
- Cookware
- Catering Equipment
- Serving Trays
- Beverage Dispensers

Any equipment you intend to use must be supplied by you or your caterer.

Does TSR provide dinnerware, flatware, glassware, or cups?

No.

The Shandelier Room does not provide dinnerware, china, plates, flatware, serving utensils, glassware, or guest beverage cups.

The only cups provided by TSR are:

- Cups used for bar service purchased through TSR
- Complimentary water station cups

All other dinnerware, cups, flatware, serving pieces, and catering supplies must be provided by the client or caterer.

For china, charger plates, water goblets, and upgraded place settings, please contact TSR management for vendor recommendations.

DECORATION & DISPLAY POLICIES

Can I hang banners, signs, or decorations on the walls?

No.

Nothing may be attached to venue walls, doors, ceilings, windows, televisions, mirrors, furniture, or fixtures.

The following are prohibited:

- Tape
- Glue
- Nails
- Screws
- Staples
- Command Strips
- Tacks
- Adhesives of Any Kind

All signs, banners, and decorations must be supported by freestanding backdrops, easels, or displays.

Can I use glitter, confetti, confetti balloons, flower petals, or confetti cannons?

No.

Glitter, confetti, confetti-filled balloons, confetti cannons, artificial snow, flower petals, rice, birdseed, and similar materials are prohibited.

How does the TV Display Package work?

Photos must be emailed to TSR at least one (1) week prior to your event date.

Maximum submission: 100 photos.

The following are not permitted:

- Videos
- Premade Slideshows
- Music Files
- Flash Drives
- USB Devices
- External Storage Devices
- Social Media Links

Only individual image files will be accepted.

What is your balloon policy?

All balloons must be popped, cleaned up, and disposed of before the conclusion of your rental period.

Balloon boxes, arches, columns, frames, and decorative structures must also be removed from the premises.

PROPERTY, CLEANING & DAMAGES

Can I move venue furniture or equipment?

No.

Venue furniture, décor, televisions, bars, tables, chairs, lounge furniture, and equipment may not be moved without management approval.

Can I leave items behind after my event?

No.

All personal property, decorations, food, gifts, balloon boxes, rental items, props, floral arrangements, and equipment must be removed before your rental period ends.

If personal items are discovered after your event has concluded, clients will be required to schedule a separate pickup during normal business hours.

Venue staff are not required to reopen the facility after an event has concluded.

The Shandelier Room is not responsible for lost, stolen, damaged, or abandoned items.

Who is responsible for damages?

The booking client is financially responsible for any damages caused by themselves, their guests, vendors, invitees, or contractors.

Will I be charged a cleaning fee?

The Shandelier Room offers an optional Event Cleaning Package for \$175.

If purchased, TSR staff will perform post-event cleaning on your behalf.

If the cleaning package is not purchased, clients are responsible for returning the facility to the condition in which it was received, including:

- All trash placed in garbage containers
- Tables cleared of food and personal items
- Food service areas cleaned
- Decorations removed
- Foyer cleared
- Balloons disposed of

TSR staff will remove bagged garbage from the building.

Additional cleaning fees may apply if the venue is not returned to an acceptable condition.

GUEST CONDUCT

Are children allowed to run inside the venue?

No.

Children must remain supervised at all times.

Running, roughhousing, climbing on furniture, standing on chairs, throwing objects, or unsupervised play is prohibited.

Venue staff will issue one warning. Continued violations may result in removal from the venue.

Can guests remain in the parking lot after the event?

No.

Guests should depart promptly once the event concludes.

Loitering, excessive noise, alcohol consumption, disruptive behavior, or congregating in the parking lot after an event is prohibited.

Can I smoke or vape inside the venue?

No.

Smoking, vaping, cigars, marijuana, hookahs, e-cigarettes, and similar products are prohibited inside the venue.

Violations may result in cleaning fees and removal from the venue.

ATTRACTIONS & ANIMALS

Can I bring a bounce house, inflatable, mechanical ride, horse, pony, petting zoo, or other attraction?

No.

Bounce houses, inflatables, mechanical rides, horses, ponies, petting zoos, carnival rides, and similar attractions are prohibited due to safety and insurance requirements.

Can I bring animals to my event?

Animals are not permitted inside or outside the venue.

The only exception is a service animal as defined by applicable law.

SECURITY & SURVEILLANCE

Is the facility monitored by security cameras?

Yes.

Interior and exterior common areas may be monitored and recorded at all times.

Video footage may be reviewed in the event of accidents, policy violations, damage claims, theft investigations, disputes, or security incidents.

VENUE AUTHORITY

Can venue staff approve exceptions to venue policies?

No.

Venue attendants, bartenders, cleaners, maintenance personnel, and event staff do not have authority to modify, waive, or override venue policies.

Any exception must be approved in writing by TSR management prior to the event date.

What happens if venue policies are violated?

Violation of venue policies may result in:

- Additional Fees
 - Overtime Charges
 - Cleaning Charges
 - Damage Charges
 - Removal of Prohibited Items
 - Suspension of Services
 - Forfeiture of Deposits
 - Denial of Future Bookings
 - Removal of Guests
 - Early Termination of the Event Without Refund
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BOTTOM LINE

If your event ends at 12:00 AM, guests should be preparing to leave before 12:00 AM—not beginning cleanup at 12:00 AM.

The contracted ending time is the time by which the venue must be fully vacated.