



Questions
&
Answers

Frequently Asked Questions



GETTING STARTED QUESTIONS:

Q: Do you offer tours of the property?

Yes. Before scheduling a tour of our venue, please review the brochure and confirm if your desired date is available. Tours are available by appointment only and can be arranged between 10:00 am and 4:00 pm on Tuesday, Wednesday, or Thursday. If you're unable to schedule a tour during these times, feel free to visit the property during normal business hours. You can follow up with an event representative to discuss any questions and proceed with the next steps. Please note that our venue staff will not be available unless an appointment has been made. To view our current operating hours, please check our website.

Q: After I tour the property, will you hold my date?

Wedding dates are reserved on a first-come, first-served basis for all wedding dates. After touring the property, we will create a personalized wedding proposal for you, which includes the venue rental fee and your preferred beverage package, along with an estimated guest count. If you are unable to tour the property, we will schedule a phone call to discuss the details of your wedding and create the proposal.

Once you have received the proposal, we will reserve your date for (5) days, giving you ample time to decide if Mount Pleasant is the perfect location for your special day. During this time, we are happy to discuss your wedding vision in greater detail and answer any additional questions you may have. We want you to feel confident in your decision to select Mount Pleasant as your wedding venue. If you decide to move forward with securing your date, let us know, and we will send you the venue agreement. The agreement can be signed electronically, and we must receive both the signed agreement and the initial "Save the Date" payment within (5) days from the date it was sent. Once we receive both the signed agreement and initial payment, your date is secure, and the fun begins!

Please note that if we do not receive both the agreement and initial payment within the specified timeframes, the date will be released and made available for other events.

Q: Can Mount Pleasant accommodate indoor ceremonies if there is inclement weather on my wedding day?

Yes, we can accommodate indoor ceremonies. Here's what you need to know based on the number of guests you plan to invite:

- For weddings with up to 144 guests, we offer a separate seated ceremony in the Terrace Ballroom. There's no need to flip the room before the reception.
- For weddings with 145 - 200 guests, a partial room flip will be required. Alternatively, you can perform the ceremony with guests seated at their tables without making changes to the reception space.

If you're worried about the weather, don't fret. We're able to accommodate requests to change the ceremony location with 24 hours notice. We're always ready to act quickly to set up in a different location.

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FINANCIAL QUESTIONS:

Q: When are the payments due?

An initial payment in the amount of \$1,000.00 is required when the contract is signed by the the couple, and accepted by the venue. Your wedding date is not secured until The wedding date is not confirmed and secured until the signed agreement is executed, and the initial payment is processed.

Mount Pleasant Estates offers a grace period of seven days, beginning on the date the contract is accepted when the couple may choose to cancel the agreement and void the contract. In this case, they will receive a refund of the initial payment, minus a \$275 retainer fee to cover administration expenses.

The remaining balance will be divided into multiple payments, determined by your wedding date, with the final payment due 14 days before the ceremony. The payment schedule can be found on your agreement.

Q: What forms of payment methods do you allow?

You may make payments by credit card, electronically through your client portal, or you may mail a check. In the event that you would like to pay by cash, please reach out to your event representative to make the necessary arrangements.

Q: Are there any additional booking fees?

All invoiced items are subject to a 7.95% tax. A 20% service charge is added to bar packages/beverage items. This covers the additional costs and fees associated with these services (i.e. delivery charges, cleaning fees, set up fees, order minimums, etc.) Gratuity is not included and is never expected, but always appreciated!

Q: Does Mount Pleasant offer a ceremony or reception only option?

We do not offer a “ceremony only” option, but we do offer a “reception only” option.

Q: We are planning to host our ceremony offsite, do we receive a discounted rate?

Because we only host one event per day, our rate remains the same whether you host your ceremony at Mount Pleasant or offsite.

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FOOD AND BEVERAGE QUESTIONS:

Q: Does Mount Pleasant allow outside bar service or beverages?

No. We require that you purchase your bar package through Mount Pleasant. If you have a favorite beer or liquor that is not included on our menu, please inquire with your event representative about availability and pricing and we will do our best to accommodate special requests.

Q: Does Mount Pleasant allow outside catering?

We have an exclusive partnership with Andre's Banquets and Catering. Andre's offers a wide range of options at various price points that you can choose from. Andre's takes pride in delivering top-notch catering services to our clients. In addition to catering, Andre's can assist with other wedding needs such as invitations, DJ services, photographers, and more.

Q: Does Mount Pleasant provide silverware, plates, and glassware?

Dinnerware: Mount Pleasant does not provide dinnerware, and does not provide dinnerware rentals. Your our chosen caterer will provide you with information on what is included in their catering packages, which typically include the option of using China plates and stainless flatware.

Glassware (Water Goblets): Please note that we do not offer glass water goblets or tableside water service. If you would like water service during your event, your chosen caterer can usually provide it for an additional fee. This service generally includes a prefilled water goblet at each place setting, which is arranged before dinner service.

Glassware (Wine Glasses): Mount Pleasant can provide real wine glasses for serving wine from the bar; additional fees will apply. We will also provide champagne flutes for the wedding party to use during wedding toasts, but we do not have champagne flutes readily available behind the bar. If you need additional types of glassware for bar service, such as rocks glasses, you can rent them through one of our event rental partners for an extra charge. However, we recommend using plastic glasses for weddings since they are a safer option while people are dancing. A broken glass may require a lengthy clean-up process, which can cut into your dance time, and more importantly, can cause injury.

Q: Does Mount Pleasant provide linens?

Linens are available through Andre's Banquets and Catering. Your catering representative can assist with selecting linens for your wedding day.

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PLANNING QUESTIONS:

Q: What is included in my venue rental fee?

Your venue rental includes the terrace ballroom and attached outdoor deck, Bridal Suite, Crush Room for a groom's area, and the adjacent terrace patio. Additionally, the following equipment is included:

Wedding Party Suite

- Standard tables and chairs
- Full-length mirror
- (2) Rolling clothing/dress racks
- Private restroom
- Sitting/relaxation room

Ceremony Arbor

- White, wooden wedding arbor overlooking the river valley
- White padded garden chairs for ceremony seating
- Accessible electrical outlets for ceremony music & microphones
- Small gazebo for musicians and/or wedding photos

Crush Room - Groom's Area

- Standard tables and chairs
- Wall-mounted TV with streaming ability
- Full-length mirror

·Terrace Ballroom Reception

- 66 inch, round tables for guest seating
- 8ft, long tables for guest seating
- Additional 6ft and 8ft tables for buffet, desserts, gifts, etc.
- Reception chairs for your contracted number of guests

Q: If I'm providing my own decorations, am I allowed to set them up the day before?

You are welcome to begin decorating as soon as your venue access time begins. Since our venue often has Friday, Saturday, and Sunday events scheduled, we do not permit any personal decorations/items/belongings to be brought onto the property prior to your given venue access time nor can we hold any personal belongings until the following day(s) after an event. Any rentals from any outside companies must be delivered and picked up within your venue rental timeframe. If you require extra set up time the morning of your event, additional hours may be purchased beginning at 8:00 am. For Saturday weddings with extensive set up and design, please inquire for weekend buyout rates, which would give you access to the venue on the Friday before, and the Sunday after.

Q: Can I use outside vendors for rentals?

We work with a variety of vendors who provide top-notch event services that have established long-term relationships with our venue to ensure that everything runs smoothly. If you're interested in using our recommended vendors, we are happy to provide a list to choose from. However, if you prefer to use a vendor not on our list, they must provide proof of licensing and insurance. Please note that it is your responsibility to communicate with any outside vendors you choose to use. While we coordinate their arrival and departure from the venue, we do not handle ordering, payment, or any other details, even if they are "recommended vendors".

Q: When are my vendors allowed to arrive, setup, and make deliveries?

We will help in coordinating with your vendors (florist, bakery, entertainment, etc.) to schedule their deliveries, setup and teardown. Most vendors do not require setting up a day in advance and if they need an earlier arrival time than your rental time, we will work with them to the best of our ability to accommodate their needs.

Q: How will the tables and chairs be arranged for my event?

Once you have a good idea of your guaranteed guest count, we will put together a suggested room layout for you to review.



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GENERAL QUESTIONS:

Q: What time do ceremonies and receptions take place?

Ceremonies. Mount Pleasant Estates is open year-round and can accommodate weddings January through December, depending on the desired location. Generally, wedding ceremonies commence at a time between 5:00 pm and 6:00 pm, followed by the reception. If you require a specific schedule outside of these times, feel free to inquire, and we will do our best to satisfy your request. Please note that we do not allow "ceremony only" weddings.

Receptions. If we are only hosting your reception at Mount Pleasant, the reception start time can be adjusted to suit your needs, but bar service must end by 10:30 pm, with an event end time of 11:00 pm. All vendors (DJ, Band, Caterers, etc.) must be off the property by 11:30 pm.

Q: If I'm holding my wedding ceremony at Mount Pleasant Estates, when can I plan for a ceremony rehearsal?

Because we may be hosting other events leading up to your wedding day, if you prefer an onsite rehearsal, the date and time is subject to availability. We will confirm our availability 30 days before your wedding date. Feel free to visit the property during regular business hours to showcase the ceremony area to your officiant, DJ, wedding party, or anyone who needs to familiarize themselves with the venue beforehand. Opting for a Friday date grants you a two-day rental, enabling you to rehearse on the Thursday before your wedding (further information available on the "venue investment" page).

Q: What time can we access the Bridal Suite and Groom's area?

We allow access to the Bridal Suite at 11:00 am on your wedding day. If you would like to plan for prewedding preparations (hair, makeup, etc.) at a location close to the venue, we are happy to provide you with information to book one local lodging options, located minutes from Mount Pleasant Estates. If it is essential that you access the bridal suite earlier than 11:00 am, we can discuss an earlier time and will do our best to accommodate. The Crush Room, used for the Groom's area is accessible at 2:00 pm on your wedding day.

Q: Is Mount Pleasant Estates "kid friendly"?

We welcome children to be a part of your special day, however, we do ask that small children are never left unattended. During normal winery business hours, we require all wedding attendees under the age of 16 yrs. old to stay within your designated, contracted event space to ensure their safety and so our winery guests have a relaxing and enjoyable experience in designated public areas.

Q: Is Mount Pleasant Estates "pet friendly"?

Your pet is allowed to be part of your outdoor ceremony but is not permitted in any of the buildings. Your pet is only on the property immediately before the ceremony starts and is taken off the property immediately after the ceremony ends (we will allow a few photos to be taken after the ceremony). We ask that you clean up any pet waste on the property and we require a credit card number on file, which will be charged a fee of \$250 if any of our pet policies are not followed. We suggest having an individual present that is responsible for the arrival, departure, and well-being of your pet. Wedding guests are NOT allowed to have dogs or pets of any kind on winery grounds, unless is is a service animal, which are always welcome.



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IMPORTANT INFORMATION BELOW, PLEASE READ CAREFULLY.

EVENT STAFF QUESTIONS:

Q: Will I have a “Day-of Coordinator”?

The term “Day-of Coordinator” can sometimes mean something different to you than it does to us, so to avoid any potential miscommunication when planning such an important day, we do not use the term, “Day-of Coordinator”. While we do not offer this service, we provide several planning services in the lead-up to your wedding to guarantee a seamless experience. Additionally, we will have a venue coordinator present on the day-of to assist with preparations.

Q: What can I expect from the Venue Coordinator?

The Venue Coordinator oversees all wedding-related venue details. They will guide the couple through the initial site visit, showcasing the property and addressing venue-related inquiries. Once the contract is signed and the date is set, their primary focus shifts to organizing and overseeing all venue-related aspects on the wedding day.

Typically, following the initial site visit, a meeting is scheduled approximately 3 months before the wedding day, either in person or over the phone. Additionally, they will touch base around 30 days before the wedding to finalize details they are responsible for, such as room setup, the wedding day schedule, and liaising with vendors for setup arrangements.

Q: What’s the difference between a Venue Coordinator, a Wedding Planner, and a Day-of Coordinator?

A Venue Coordinator works for the venue. They will typically communicate with you a few times before your wedding day to coordinate any details that are directly related to the venue as mentioned above, but they are employed by the venue, not the couple.

A Full-Service Wedding Planner is hired by you and works for you, “the couple”. Your wedding planner is responsible for helping you develop your wedding vision and doing everything it takes to make that vision come to life. A wedding planner assists with choosing your ideal venue, selecting vendors within your budget, coordinating design and decor elements, facilitating vendor relationships, and so much more. Anything you can think of regarding your wedding, a wedding planner helps you manage it. From the moment you hire a wedding day planner, you have a knowledgeable professional by your side to ensure your wedding day is perfect.

A Day-of Coordinator is also hired by you, separate from the venue. A hired day-of wedding coordinator handles all of the aspects of the venue that pertain to the couple on the day of the wedding. You will typically start communicating with them 60 - 90 days from your wedding date, and a hired wedding coordinator will stay by your side throughout the day/night of the wedding.

If you feel that you will need some extra help planning your special day, which couples typically do, we recommend that every couple hire a “Wedding Coordinator” or “Day-of Coordinator” to help you stay on schedule during the planning process, stay within your wedding budget, and take a lot of the stress off you leading up to your wedding day.

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VENUE COORDINATOR RESPONSIBILITIES

To ensure you understand what the venue coordinator is, and is not responsible for, we have listed out what you can expect from your coordinator. If you need help with decor design, specialty rentals, or placing personal decorations, we suggest enlisting the services of a professional event decorator.

Prior to booking your wedding, the venue coordinator will:

- Conduct the venue tour and answer any questions about the property or buildings that will be used on your wedding day.
- Review and explain contractual details before signing the venue agreement.
- Provide you with a list of preferred vendors.
- Provide you with information about our fantastic client planning portal, a tool that will greatly assist you in staying organized and streamlining your wedding planning process.

After your wedding date is confirmed with a signed agreement and initial payment, they will:

- Schedule a one hour meeting with the couple 4-6 months before the wedding date, which can be conducted onsite or over the phone.
- Confirm the basic wedding day timeline, including the wedding party's arrival, vendor arrival times, ceremony start time, reception start time, guests, and vendor departure.
- Initiate communication with vendors prior to the day of to confirm timelines as well as discuss other important details.
- Manage and communicate details with bar staff, venue hosts/hostesses and our in-house catering team, and provide guidance for any approved outside catering teams.

On the day of your wedding, you can expect your venue coordinator to:

- Be present prior to the ceremony start time until dancing begins to ensure all venue-related details are taken care of.
- Coordinate with the officiant, musicians, and any other participants so they know when and where they need to be for the ceremony.
- Assist with ceremony lineup to ensure the ceremony starts on time and the wedding party is in the proper place for the ceremony.
- Ensure the event space is set to the agreed upon floor plan between the booked couple and the venue prior to the day of venue access time. This includes the setup of tables, chairs, and any other items provided by Mount Pleasant.
- Be the point-of-contact for arrival and setup of your wedding vendors.
- Consult with the caterers and bar service staff to make sure that everything is set up properly and that service will begin on time.

The venue coordinator does NOT provide the following services:

- Moving/rearranging any tables or chairs on the day of the event, unless a weather related issue requires it. A custom floor plan is created and finalized between the booked couple and the venue a few weeks prior to the day.
- Assist with the set up or display of any personal decorations, or decor not provided by Mount Pleasant Estates. This includes but is not limited to, table décor, arbors, centerpieces, seating charts and/or table place cards, cake or dessert tables, gifts, and gift table, etc.
- Providing ceremony or reception music.
- Performing any announcements. This includes but is not limited to announcing, the wedding party, special dances, toasts, cake cutting, bouquet/garter toss, etc. Your Band or DJ is responsible for making all announcements and providing all music for ceremonies and receptions.
- Packing up or transporting any personal belongings.





Let's start planning!



Congratulations on your upcoming wedding! At Mount Pleasant Estates, we feel privileged that you are considering us as the venue for your special day. We understand that selecting a wedding location can be overwhelming, and we welcome any questions you might have. Our goal is to make this process as simple and stress-free as possible for you. We are excited about the opportunity to be a part of this momentous occasion in your lives.

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