



## TOURS FAQs: FREQUENTLY ASKED QUESTIONS

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### **SIMPLE Q &A:**

- 1. Do you allow outside/off list catering?** YES – they must be approved first through the venue.
- 2. Do we have to pay for an outside/off list caterer?** YES - it's \$250.00, and they must sign our Catering Rules & Regulations.
- 3. What if we want to prepare certain dishes from our culture/traditions - is this allowed?** YES – this must be approved through the venue and must be prepared offsite.
- 4. Are desserts part of Catering?** NO – you are welcome to source these off lists or by other means.
- 5. Do you allow us to bring our own bartender?** NO - they must be off our Preferred Vendors List.
- 6. Can we bring in our own vendors?** YES – all except DJ and Bartender (& Catering upon approval)
- 7. Do other vendors have to pay a fee?** NO – some need to sign additional Venue Rules though.
- 8. Are there any restrictions for DJ/Music?** YES, you must choose from our Preferred Vendors list – exceptions can be made for cultural reasons but must be approved first.
- 9. When does DJ/Music have to end?** At 9:30 pm.
- 10. Who would need to sign additional Venue Rules?** Caterer, Decorator, Rental Company.
- 11. Does the Venue provide any vendors “In House”?** NO – and that’s because we have an amazing Preferred Vendors list that can provide just about ANYTHING you’d require or need for your special day!
- 12. What is the time frame of my venue rental?** 10 am to 10 pm, + 1 hour for cleanup.
- 13. Can our event time go past 10pm?** NO – unfortunately this is due to county regulations and is non-negotiable.
- 14. When do me and my vendors have to be “OUT”?** A full day wedding/event ends at 10pm, and you get 1 hour extra for clean-up & vendor pickups. Everyone must be done with clean up by 11pm and off site. Certain rentals can be coordinated for morning pickup (check with venue for your individual needs).
- 15. Can I arrive earlier?** You can arrive up to 1 hour early for access to the Salon/Lounge to get ready at no additional cost. No access is allowed to the Pavilion or Ceremony sites, as our staff is still setting up.
- 16. What if my decorator or other vendors want to arrive earlier to start setting up?** We would have to coordinate that with our calendar and staff, and additional fees would apply. Please ask the venue directly.
- 17. What happens if it rains?** We have the option to do ceremonies & events inside the Pavilion. Depending on the guest count, this set up varies. See page 3 for further information.
- 18. Are you ADA accessible?** YES – we are ADA complaint in our parking, main paved areas, and restrooms.
- 19. Do you allow smoking onsite?** NO - due to fire and safety hazards, we have gone fully NON-SMOKING as of 2021.
- 20. Do you allow sparklers?** YES – there are specific areas where sparklers are allowed. \*\*However, during our summer season (June – September), we are usually in a NO BURN BAN and cannot allow sparklers for sendoff during those times. **(But inquire within for additional information)**
- 21. Do you allow cold sparks** – Please inquire for additional information. This must be approved through a pyrotechnic company with a proper license. DJ’s ARE NO LONGER ALLOWED TO USE THESE UNLESS LICENSED (and can show proof of this). It still must be approved first and a liability form signed.

## **DETAILED Q & A:**

### **1. What is the time frame for a wedding and what time are we supposed to leave?**

A FULL day at The Water Oasis is for 12 hours: 10 am – 10pm. \*Because this is a mandated curfew set by the county, there are no exceptions to this time restriction.

We do give you an additional hour *AFTER* end time, to clean up and head out. \*From 10 – 11pm. This means that you and your guests get to enjoy themselves, and not worry about cleaning up until 10pm!

If clean up goes beyond 11:15 pm, additional fees may be applied. Vendors can do late-night pickups or early morning pickups, if scheduled with the venue in advance.

### **2. Can we arrive earlier at the venue than 10 am?**

Our morning team is hard at work preparing the venue for your day with us. For them to be ready by 10am, we limit access to the venue before that time.

Access to the Salon/Lounge can be “approved” for up to 1 hour earlier.

If additional hours are needed beforehand for set up, décor, vendors – we can discuss this accommodation. It will depend on the time frames needed, what the vendors will be wanting to do, and if it will interfere with our morning team staffing to set up and prepare your event on time by 10 am.

### **3. Do you provide Catering in house?**

NO - we do not provide in-house catering BUT we do HIGHLY ENCOURAGE our clients to choose a Caterer from our Preferred Vendors List. These caterers are hand chosen by us because of their excellent service, food quality, knowledge of the venue and consistent dependability to deliver on all these qualities. There is a wide variety on our list based on food, price and services offered to meet the needs of every client.

### **4. How much does catering cost?**

We get this question a lot and it is more complex than throwing out a number to you. Your pricing truly depends on the type of food, the amount of food, the level of service/servers, bar service, if linens are used, China vs paper plates, and so on. Each Caterer has “Base/Sample Menus” on their websites for you to look through to understand pricing – but each one will create a custom menu based on your individual needs.

The best advice we can give you is to look at the “Whole Package” value- does the price in addition to food include: service, linens, serve ware, delivery, and gratuity?

### **5. Alcohol – all questions answered here:**

We do allow alcohol to be served: beer and wine for the entire reception time and a 2-hour cocktail hour in which hard alcohol may be served in the form of premixed drinks (no shots). Must end by 7:30pm

\*\*All alcohol is required to be served through a LICENSED & INSURED Caterer or Bartending Service. Some of the Caterers on our list do not provide an in-house Bartender, in which case we have referrals for excellent mobile Bartending services. (Sorry, no friends who are OLCC licensed. They need to be with a legitimate bartending/catering service with proper insurance from our preferred list!

How you handle the purchase and payment of alcohol is between you and the Caterer/Bartender.

We do allow clients to eat and drink in the Salon and Lounge while getting ready. \*\*Alcohol is allowed in here IF Day-Of-Insurance has been purchased AND it includes alcohol liability. Once ceremony starts or the bartender is on site: you will be required to hand over all alcohol to the bartender (if you wish to be served those drinks for the night) OR it must be locked away where no minor or other guest can get to it and continue drinking. This ensures a safe environment for you and your guests and is required by all bartending services.

### **6. Do we have to use those vendors on your Preferred Vendors List?**

YES and NO – you do need to use our list for **DJ and Bartending only**. While we HIGHLY ENCOURAGE you to use our Preferred Vendors, as they know the venue and offer exceptional service, you are not obligated to use them in any other category besides DJ and Bartending.

APPROVAL from the venue is needed for any off-list Caterer. You are free to choose any vendors you would like outside of DJ & Bartending.

### **7. Do we have to use your Preferred DJs? Can we have a live band?**

YES! We do require all clients to use DJs off our Preferred Vendors list. We do have set spaces for set up and restrictions on sub-woofers and decibel limits. All our DJs are REQUIRED to sign a Rules & Regulations contract with us yearly to be current with all our rules and regulations.

*All music must end at 9:30pm.* This is set by our county regulations and permitting.

NO LIVES BANDS – approval is needed for cultural reasons or for ceremony music/ live musicians. Please ask for additional information.

### **8. Are there any “Hidden Costs”?**

The price we have given you is the price you will pay for all services provided by The Water Oasis. This includes the hourly time frame for your wedding/event, access to the tables & chairs, setup and breakdown of tables and chairs, access to all the outdoor vignettes, and a “Day Of” Venue Manager.

We do require our clients to purchase ‘Day Of’ Event Insurance which would be an additional cost.

Damage Deposit: we do require a credit card on file 4 weeks before the wedding date. If no severe/extreme damage happens to the venue or equipment, no damage charges will apply.

### **9. Do you provide linens and décor?**

We do not provide any linens with our pricing packages. Most of our Caterers have access to linens to provide for your wedding as well as glassware/dinnerware needs (full-service catering options).

We also have some amazing vendors on our Preferred Vendors List who can provide décor and rentals for you to use.

### **10. Are there other weddings/events going on at the same time as ours?**

NO - we only host ONE wedding/event a day at The Water Oasis! We do not believe in running a wedding farm, where clients and their guests are packed in and out in small segments of time and mandated to stay in one place while another wedding takes place close by on the grounds.

Our belief is that each wedding and event is special and unique. We want our clients to spend the day with us from start to finish. We have a beautiful Salon and Lounge to get ready in with comfort and ease. You have access to all 5 acres of The Water Oasis and the many beautiful outdoor vignettes that we offer on our lush grounds.

### **11. Is there lodging close by? What about transportation?**

We have many lodging and transportation options here in Newberg, and the surrounding towns. \*\*You get Exclusive Access to our Lodging & Transportation Guide when you book your wedding with us!

We encourage all our guests to be SAFE, so we allow any guest who is too intoxicated to drive to leave their car parked in our parking lot and take a safe ride home. All cars need to be picked up by 9am the next day.

### **12. Is there enough parking for me and my guests?**

We have ample parking in our FULLY PAVED parking lot. There is enough parking in the main lot, plus overflow parking, for up to 100 cars.

We have a dedicated parking section at the back entrance for our clients – this is right next to the Salon & Lounge entrances.

We are ADA accessible and have dedicated parking for this as well.

### **12. What fun activities are there to do in Newberg or close by for our guests who arrive early?**

Newberg has some fun activities for guests to enjoy, such as: wine tours and brewery tasting and tours, exploring the countryside, hiking trails and camping, art and culture, amazing restaurants and so much more.

**For some great tips and information, please go to our website under [Area Information](#).**