

## FREQUENTLY ASKED QUESTIONS

### What's the capacity of The Glass Factory?

We can accommodate up to 900 guests for a cocktail party, 500 for a sit-down dinner with room for a dance floor.

### What's the rental fee for an event at The Glass Factory?

Our rental rates vary based on the time of week and year. Please refer to our venue rate guide for specific pricing information.

### What dates are available?

Please check our calendar on the website for availability. You can also email [events@theglassfactory.com](mailto:events@theglassfactory.com).

### Do you have a kitchen onsite?

The Glass Factory includes a large catering bay and a smaller kitchen featuring ample counter space, a full-size refrigerator with freezer, a stand-alone freezer and a small sink. Caterers may opt to bring in additional cooking equipment. The loading dock and front parking lot can be used for grilling, smoking or deep frying. Please check with your venue coordinator for any restrictions.

### Who will we be working with?

- **Venue Manager** Main point of contact throughout planning process; beginning with contract signing through security deposit return.

### Who is onsite the day of the event?

- Venue Coordinator
- Security Guard

### Am I responsible for clean-up?

The Glass Factory will clean the space before your event: sweeping, mopping, detailing the bathroom, and taking care of any necessary repairs.

In order to get your full security deposit back, you (or your caterer) must complete the following breakdown procedures immediately following your event:

1. All personal items, centerpieces, candles, florals, furniture rentals and additional décor brought into the venue for your event must be removed unless next day pickup has **been arranged beforehand with the venue manager**. If you are leaving items overnight, they must be neatly packed away and consolidated in a designated area of the venue. **All items must be removed from the no later than 12PM the day after your event.**

*The Glass Factory is not responsible items left in the building overnight.*

2. All food and beverage items must be removed from the building following your event.
3. Linens must be bundled and tied or bagged and consolidated with your rentals.
4. The catering areas should be emptied and cleaned according to the posted guidelines.

5. All large messes on the floor must be properly cleaned, this includes food, confetti, flower petals... etc. You are not responsible for the bathrooms.
6. Break down all boxes, bag all trash and remove from kitchen and event space through rear exit and placed in the provided dumpster. No trash can be left inside the venue, on the loading dock or in the parking lots. This includes cigarette buds.

#### **Do you have an outdoor space?**

No, but we are neighbors with Engine 15 Brewing Co. They have an outdoor Biergarten that can be booked (*if available*). Our building is connected to the Engine 15 parking lot so the Biergarten can be accessed without leaving the premises. Engine 15 is open to the public on Friday's from 4PM-8:30PM and Saturday's from 1PM-8:30PM.

#### **Are there any noise restrictions for the venue?**

Nope! Because of the unique location, The Glass Factory does not have any noise restrictions.

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

A 50% deposit of the rental fee is due at the time of booking. In addition, we require a \$500 security deposit, which is refunded 10-15 business days after the event, provided there are no damages. The remaining balance is due 30 days before the event. The Glass Factory accepts cash, checks and online payments. We do not accept credit card payments.

#### **Where do my guests park?**

Street parking is available. There is also a parking lot on the corner of Church & Myrtle which is approximately a (2) minute walk from the venue. We recommend that you work with a valet company, we are happy to recommend one who knows the area. Please inquire for more information.

#### **Does the building have heat and A/C?**

Yes.

#### **When can we get in to set up?**

You and your vendors gain access to The Glass Factory at 9 AM on the day of your event. For earlier access, you can add additional time to your rental period for \$150/hour. If the venue is not rented the day before your event, you can work with the venue manager on rental drop off or setup. If you require more than (4) hours you can book a setup day (9AM-5PM) for \$1,500.

#### **Is smoking allowed?**

There is absolutely no smoking allowed inside. Smoking in the parking lot is left to the event host's discretion. All cigarette buds and other smoking waste must be properly disposed of.

#### **Are candles allowed?**

Yes, however all candles must be contained in votives. Open flames are not allowed anywhere in the building. No candles are allowed on the floor.

#### **Can I keep the doors and windows open during my event?**

Yes, but only a member of The Glass Factory staff may open or close the windows.

#### **Are there any restrictions on vendors I can use?**

You must use licensed vendors and they **must provide liability insurance**. Other than that, we just ask

that you send us your vendor list complete with their load in and load out schedule 30 days prior to your event.

**Is there a dressing area onsite?**

Yes. We have a Bridal Suite and a Groom's lounge. These spaces also double as a private lounge area for other event types.

**Do I need to provide my own insurance?**

We require both renters insurance and liability insurance for all vendors, details below.

Renter, along with all caterers, subcontractors, vendors, and any party providing a service to Renter or Renter's guests during the Term of this Agreement shall maintain liability insurance in the form of a Combined Single Limit Bodily Injury and Property Damage Insurance Policy insuring The Glass Factory and Renter against any liability arising out of use, occupancy or maintenance of the premises and all other areas appurtenant thereto in an amount not less than \$1 Million Dollars per occurrence; and a policy of all perils property insurance covering loss or damage to all of Renter's inventory, fixtures, furniture and equipment located on the Premises to the extent of at least eighty (80%) percent of their insurable value. The Glass Factory will not carry insurance on Renter's property. **Renter shall furnish The Glass Factory with a certificate of all insurance policies required by this Lease evidencing the existence and amounts of such insurance with loss payable clauses satisfactory to The Glass Factory no later than thirty (30) days before the commencement of the Term.** All policies obtained by Renter for the premises shall name The Glass Factory Jax, LLC, as additional insureds, and shall contain no exclusions for liquor liability and assault and battery. Policies for weddings and other special events may be purchased from [www.wedsafe.com](http://www.wedsafe.com) for a cost of approximately \$195.

**Is the building wheelchair accessible?**

Yes.

**How many bathrooms are there?**

Four individual, unisex bathrooms. We also have a nine stall women's restroom and a four stall men's restroom with two urinals. The men's and women's restrooms are handicap accessible.

**Do I need to hire an event planner or coordinator?**

Yes. A manager will be on-site during your event to answer any questions, provide general assistance and oversee the building and our staff, but he/she will not coordinate your event. We can provide a trusted vendor list for a list of professionals familiar with our venue.

**Am I allowed to use my own bartenders or have my caterer provide bar service?**

You may use your own bartenders and caterers as long as they are licensed and insured. The Glass Factory does not provide these services, however, we do have a trusted vendor list available upon request.

**Is The Glass Factory pet friendly?**

Yes, well-behaved pets on leash are permitted in the space. However, not all events are pet friendly. This is up to the discretion of the event host so please check with them prior to bringing pets.