



## **Policies and Frequently Asked Questions**

### **FACILITY RENTAL**

#### **How do I reserve the facility?**

A signed contract, damages deposit and deposit toward rental are required to secure the event date. The remaining balance is due as listed in the Payment Schedule. Applicable sales tax and 18% gratuity may apply to all beverage purchases. Incidental charges (ie. bar tab) will be secured by credit card before the event.

#### **What area does the facility rental fee include?**

Facility rental is for the open space or auditorium area of KE Bushman's, the ticket booths, hallways, restrooms, and stage. Rental does not include the winery tasting room or backstage and digital recording studio. Ask your event coordinator about additional fees and restrictions for renting these areas.

The balcony is for employed sound and light engineers only. Access passes to this area can be obtained at an extra cost. The balcony is a private area.

#### **How many hours do I reserve for my event?**

Your fee is for a 12 hour time block. **All events must conclude by 12:00 midnight. Events that do not conclude and exit the building and grounds by midnight will forfeit their deposit unless previously arranged with event coordinator.**

Decoration or set up time on different days require the purchase of a multi-day package.

#### **Are tables and chairs included?**

Set up and take down of our chairs and tables is included in your package price. Rentals include up to 800 chairs concert style or 480 chairs at 48 banquet tables. You are welcome to rent other furniture and materials from an approved rental supply company. There is no discount on facility price if KE Bushman's tables and chairs are not used.

#### **Can I have a rehearsal time for my wedding or performance?**

The time needs to be determined by your event coordinator to schedule around other events.

#### **What days of the week are you available?**

Tours of the facility are available any time Monday through Saturday by appointment via phone 903.952.2330 or email bushmans@kiepersol.com. Facility rental is available Monday through Saturday.

#### **Is there internet access?**

KE Bushman's is set up with free wireless internet access.

#### **Is the facility wheelchair accessible?**

Yes, the main event room is compliant with all ADA rules.

#### **Does the facility have a sound system?**

Bushman's sound system features a Digidesign-Venue D-Show console, six – 3000 watt power amps and four Driverack 260 EQ & loudspeaker controls. There are eight JBL 12" speakers and four JBL 18" sub woofers. There are four 12" and four 15" JBL stage monitors. A wide range of wired and wireless microphones are also available. The sound system and sound engineer are included in all packages except the Corporate Meeting package.

**I've hired a band to play at my event and they've sent me a 'band rider', what do I do?**

KE Bushman's will provide you with our most current equipment list for you to submit to your band. Tour bands often submit a band rider which details their expectations for things such as food, stage security and equipment requirements. This protects them from showing up the day of the event only to find inadequate equipment and preparations for them.

Because most band riders detail very specific audio equipment, KE Bushman's does not sign band riders. In the past, we have always found a suitable substitute for equipment requests. Be sure to involve your event coordinator early in the process so that we can work with the band to ensure preparations.

**What does it cost to set up the lighting system?**

In addition to fluorescent house lights, Bushman's offers 54 fixed LED can lights and four Elation DesignSpot 250 Pro movable spotlights.

All packages include Bushman's full lighting system, except the Corporate Meeting package. The Corporate Meeting package includes fluorescent house lights only.

**SET UP & TAKE DOWN**

**Will there be someone at the event to help?**

At least one staff member will be available during your event to monitor and maintain the building and to answer questions. KE Bushman's will place the tables and chairs. Changes requiring additional labor from KE Bushman's will be made at \$45 per employee hour.

**Do I have to set up my tables?**

The room layout must be finalized with a staff member at least 1 week prior to your event. KE Bushman's will set up your tables and chairs based on this agreement. All other set up including rental materials setup is the responsibility of the renting party and must be completed within the contract time frame. Additional fees may apply for extra time needed for set up outside your contract agreement.

**Are decorations allowed?**

Decorations are allowed. Contact a staff member to discuss your ideas and hanging methods allowed. Additional fees may apply for hanging decorations from the ceiling. Due to the ceiling height, a staff member will be required to assist. Any décor brought into the facility is the client's responsibility. The individual or organization renting KE Bushman's Celebration Center is fully responsible for any damages that occur during the event. KE Bushman's is not responsible for loss or damage to any property brought onto or left on the premises by guests.

**Can I store my items at the facility before my event?**

We do not have any storage area available prior to or after your event.

**Do I have to clean up?**

You are expected to clean up after your event. What you bring in to the facility, you must take out. All setup and clean up must be completed within your specified contract time frame. Additional fees will apply for extra time needed outside your contract agreement. KE Bushman's will move the tables and chairs and do any necessary vacuuming to clean up after your event.

**FOOD & DRINK**

**Can I bring my own food?**

Caterers may be hired for your event. Anyone bringing food into the facility needs to have a Texas State Health Permit.

**What are your liquor restrictions?**

**PER TABC REGULATIONS, ALL ALCOHOL SERVICE MUST STOP BY 12:00 MIDNIGHT.**

No loitering will be allowed on the premises. Any person(s) who are found to have conveyed alcoholic beverages onto the property are in violation of Texas law, and will be immediately removed from the premises. We reserve the right to refuse service to anyone. Bar will be closed at least 30 minutes prior to the event ending.

## **REGULATIONS**

### **Are there designated smoking areas?**

There is no smoking in the facility itself. Smoking outside the building is allowed. Please make sure that guests use the outside cigarette disposal receptacles.

### **Are animals allowed?**

No animals allowed on the premises (other than seeing eye dogs), unless prearranged. Health certificates and indemnification insurance must be on file at least 30 days prior to event.

### **Are firearms allowed on the premises?**

No guns, unless prior approval has been obtained and set forth in the contract.

## **MISCELLANEOUS**

### **How do I get there?**

**From Tyler, TX** – South on US-69. 1.7 miles south of FM 344, Bushman's is on the left, at the corner of US-69 and FM 2493 E

**From Jacksonville, TX** – North on US-69. 11.0 miles north of US-79, Bushman's is on the right, at the corner of US-69 and FM 2493 E

### **Is there a cost for parking?**

Parking is free for events. For events with over 200 people, it is suggested to have parking attendants to direct traffic. The facility can provide these attendants for a negotiated fee. Valet parking is also available – please ask for details for your event.

### **Can I use the KE Bushman's logo on my invitation or publicity?**

You can obtain an approved logo by talking to your event coordinator. Do not take a logo from our website.

### **My organization is tax exempt.**

Tax exempt organizations must furnish a certificate of exemption to KE Bushman's Celebration Center at least 1 week prior to event and if tax exempt organizations purchase wine, they may be eligible for a 10% discount.

### **Do you have a Cancellation Policy?**

90 days notice is required if it should become necessary to cancel the event. All payments made prior to cancellation will not be refunded.

## **ADDITIONAL DÉCOR RESTRICTIONS**

- No rice, hay, real flower petals (on floor) or confetti on the premises.
- No bubbles or sprays inside the premises (outside is acceptable with prior approval of KE Bushman's).
- All decorations require the prior approval of KE Bushman's, if needed, decorations can be installed and removed by a KE Bushman's staff member at \$45 per person, per hour.
- No liquor of any kind anywhere on the premises.
- No essential oils or real candles on the premises.
- No fireworks or pyrotechnics of any kind on the premises. Sparklers may be used with prior approval from event coordinator.
- No electrical equipment with extension cords and junctions boxes without prior approval.
- No motorized vehicles inside the building without prior consent of KE Bushman's.
- No internal combustion engine operating equipment inside the building.
- No gum on the premises.

**KE Bushman's is not responsible for the personal safety of any person or guest who is injured on the premises.**