

Allandale Caterer's Guidelines

- **Venue Hours:** Please check with your client regarding their rental time block! Based on the size and type of event, we understand that you may need to come in earlier than the time your client has arranged with us. Please let your client know of your needs so that they may rent additional time if required. You will not be able to access the venue ahead of the pre-designated time set by the renter.
- **Office Hours:** Office and touring hours are Monday-Friday from 8:00 am till 5:00 pm. Contact the office by calling (423) 229-9422 or (423) 229-9359. If you have any questions about our catering guidelines or need information, please reach out to us!
- **All visits** to Allandale need to be scheduled.
- **Alcoholic Beverages:** In order to serve alcohol at Allandale, a liability insurance policy is required. This is generally purchased by the renter, but please check that they have done so. If you have your own liability insurance and would like to use that to fulfill our liability insurance requirement, the City of Kingsport requires a \$1,000,000 policy that lists the City of Kingsport as an additional insured party. Please send a copy of your policy to jenniferhenry@kingsporttn.gov for review.
- **Mansion Appliances:** Two (2) stove tops, three (3) ovens, one (1) microwave, one (1) warming oven, one (1) standard refrigerator, and one (1) large commercial refrigerator. The Mansion's warming oven requires 45 minutes to heat. Let your Hostess know if you will be using it, and they will turn it on and provide warming trays.
 - **Mansion Dishwasher:** The Mansion does have a dishwasher, however, it is very slow, requiring an hour or longer per cycle. You should make arrangements to have extra personnel available to wash dishes if needed.
- **Dance Barn Appliances:** Two (2) refrigerators and one (1) microwave.
- **Picnic Pavilion Appliances:** This venue does not have any appliances.
- **The caterer or renter must supply all items which they may need for the preparation and serving of food and drinks at the event.** This includes but is not limited to: dishwashing detergent, dishcloths or towels, dishes, glassware, silverware, pots, pans, serving dishes, and serving utensils.
- **Food and Beverage Placement:** Food and beverages may be placed in designated areas only. If you have a question, please talk to your Hostess.
- **NO FRYING OF ANY KIND ALLOWED BY ORDER OF THE FIRE INSPECTOR'S OFFICE.** This includes deep frying, shallow frying, pan frying, and the cooking of bacon or any other grease-generating items.
- **The following items may not be used:** Rice, confetti, silly string, sparklers, glitter, loose rhinestones, hay bales, artificial rose petals, etc. may not be used ANYWHERE on the grounds.
- **Decorations:** No tape, tacks, staples, glue, Command strips, or nails or any kind may be used. **Natural** rose petals, birdseed, and bubbles are allowed in OUTDOOR designated areas only. **Only silk rose petals may be used inside the Mansion.**
- **Fountains:** Punch, champagne, and chocolate fountains are not allowed in any buildings. Kegs are not allowed inside the Mansion.
- **Champagne:** May only be opened in designated areas. Please confer with your hostess regarding the opening of champagne.
- **Linens:** The renter and/or caterer/bartender are responsible for providing all table linens. At the completion of your event, take the linens OUTSIDE to shake food from them. Do not shake tablecloths in any of the buildings – this will assist us with clean up.
- **Steam tables are not allowed on the Mansion's dining room table or indoors at the Mansion.** Those desiring to use alternatives to chafing dishes need to speak with Allandale staff ahead of the event.
- **No sparklers, fireworks, tiki torches, sky lanterns, cold spark showers, or other explosive / flammable items.** (An exception is made for Sterno / fire gel being used in conjunction with a chafing dish in approved locations.)
- **Smoke machines** may not be used.
- **Mansion Tables:** To use the Dining Room table, it must be covered with table pads (Allandale provides) and linens (Allandale does not provide). Any other tables which you are using for food must be covered with table linens. Please do not place glasses and dishes on our fine furniture – please patrol the mansion regularly for dirty items. Foyer tables are NOT to be covered or used for food or beverages, nor is food or beverages allowed on the sideboard or window tables in the dining room. **The dining room punch table is old and delicate – please do not place very heavy items on this table!**
- **Mansion Counters:** If you have a need to chop or cut food, please use the Pyrex cutting boards on the center island. DO NOT chop or cut directly on the countertops.
- **Mansion Garage:** Depending on space availability, rental items or other items you wish to have delivered to Allandale prior to the time designated for your event may be possible. You MUST call the office to schedule these deliveries in

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advance. After the event, rented dishes must be washed and left in the racks provided by the rental company. Linens should be folded and left in the garage for scheduled pickup. The City of Kingsport is not responsible for any items.

- **Doors:** Please do not block any doors during your event to help avoid congestion in high-traffic areas.
- **Ice:** Allandale does not provide ice. You should bring any ice you will need for your event.
- **Ice disposal:** Please see your venue hostess for designated ice disposal areas.
- **Empty Bottles:** It is the responsibility of the bartender or caterer to place empty bottles in boxes and place those in the venue dumpster.
- **Floor Mats:** Are required on the floor/carpets surrounding the bar and underneath any coolers you may be using. Please see your Hostess if you need additional floor mats.
- **After the Event:** Please check the kitchen/service area for any items which you may have forgotten. You must place ALL trash in the designated dumpster. Serving pieces, equipment, and any personal items must be removed at the completion of the event. The service area needs to be left tidy **If your work area is left damaged or not cleaned properly, the renter will be charged additional cleaning or damage fees.**

Guidelines are intended to cover most commonly asked questions, but may not be exhaustive. Please consult with Allandale staff if you have any questions. Allandale reserves the right to disallow items or activities not listed here.

Our staff and management would like to thank you for your cooperation in helping make your special event successful and pleasant.