

# Mansion Guidelines

- **Mansion Hours:** Rental availability is from 11:00 am till 11:00 pm. 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.
- **To avoid conflicts, all visits (including caterer, florist, decorator, etc.) to Allandale must always be scheduled.**
- **Checks:** Should be made payable to the City of Kingsport and mailed to *Allandale Mansion, 4444 W. Stone Drive, Kingsport, TN 37660.* Please be sure to include your party's name, the venue, and your rental date on all items mailed to us.
- **Do not mail cash payments.** If you need to make a payment by cash or card, call our office to schedule a time.
- **Time Frame Allotments:** The Mansion is rented in seven (7) hour blocks of time. **Depending upon availability,** additional time maybe rented for \$75.00 per hour. Final times are due to Allandale staff a minimum of six (6) weeks before your event.
- **Rescheduling:** Based on the availability, your rental may be rescheduled up to two (2) weeks prior to the original date and time of booking. Rescheduling of events is limited to one (1) time and will require an additional \$100.00 rescheduling fee.
- **Cancellations:** To receive a full refund you must cancel your reservation a minimum of one hundred twenty (120) days prior to your event. **To initiate your cancellation a written email request is required to be sent to [jenniferhenry@kingsporttn.gov](mailto:jenniferhenry@kingsporttn.gov) and a response will be sent to you to confirm your cancellation email. No refunds will be issued if cancellation occurs less than 120 days prior to your event and it is the renter's responsibility to ensure timely cancellation.**
- **Rental Approval:** All rentals of the facilities are subject to approval by the Allandale Advisory Council. Allandale Mansion reserves the right to require the renting party to hire a City of Kingsport police officer and/or fire inspector to work during your event. Allandale may also require chaperones.
- **Rain Plan:** If rain is a possibility, Allandale should be notified three (3) days prior to your rental as to your rain plans. The Allandale staff will only set-up tables and chairs one (1) time.
- **Wedding Rehearsals:** Depending upon availability, each rental is allowed a one (1) hour time block (Monday-Friday, 8:00 am till 4:00 pm for their rehearsal. As rehearsals are scheduled around Allandale's bookings we cannot guarantee your rehearsal will take place the day prior to your wedding. Additional charges may be incurred if you need extra time, or if you need an after-hours or weekend rehearsal.
- **Courtesy Items:** The Mansion rental includes 50 white folding chairs, 6 5' round tables, and 1 4' round cake table if needed.
- **Rental Items:** Additional chairs and tables, if available, may be rented from Allandale on a first-come, first-serve basis. Tables and chairs rented from Allandale will be set up and taken down by Allandale staff. Tables and chairs rented from a rental company (or borrowed) must be set up and taken down by the rental company or renter.
- **Setup:** Final setups need to be turned into the Allandale staff no later than six (6) weeks prior to your event.
- **Food and Beverages:** Food, beverages and other equipment may be set up in areas approved by Allandale. Tablecloths must be used on all food service tables and must be provided by the renter or caterer. **NO chocolate, punch, or champagne fountains or kegs are allowed inside the Mansion.**
- **Food Trucks:** Must be inspected and approved by the City of Kingsport's Fire Marshal's Office. They may be reached at 423-229-9440. Uninspected trucks will NOT be permitted, and it is the renter's responsibility to ensure the truck has been approved.
- **Alcoholic Beverages:** A liability insurance policy is required if you are serving any alcohol to your guests. The most reasonably priced policy we have found is through the TML (see attachment). All **STATE OF TENNESSEE** laws pertaining to the serving of alcohol including beer and wine must be strictly followed. Serving alcohol to any person under the age of 21 will not be tolerated. **Alcoholic beverages may not be sold unless a special permit is obtained from the Alcoholic Beverage Commission, and must be approved by Allandale staff.** The serving, possession or consumption of alcohol, including beer and wine on the premises may be ordered discontinued at any time at the discretion of the Allandale Hostess. Inappropriate behavior, exposure to liability due to excessive drinking, intoxication of individuals, damage to property or injury to individuals, and other such activities will result in the closing of the bar and the discontinuance of the serving, possession or consumption of alcohol, including beer and wine. **No alcohol in changing rooms upstairs.**
- **Loud Music:** It is possible that events at adjoining Allandale facilities could be scheduled at the same approximate time. Out of respect for each other's events, the person/band/DJ may be asked to reduce the volume (or bass) of their music so as not to interfere with the adjoining renter's event. The Hostess has authority to control excessive noise levels and is authorized to shut off music if requests are not adhered to. Live music must be approved by Allandale staff.
- **Tents:** A permit is required to use a tent on Allandale property. Tent permits may be obtained from the city's Building Inspector's office at 201 W. Market Street (423) 229-9393. All tent set ups and take downs must be arranged and approved by the Allandale staff prior to your event. Take down times must also be arranged before your event. Tent set-up should be supervised by the renter. Tents set up inappropriately will be removed **at the renter's expense.**
- **Parking:** Parking behind the Mansion is at the discretion of the renter. All other guests must park either in the circular driveway or on the lawn below the driveway. It is recommended that the renter provide a parking attendant for over 100 guests. The renter is responsible for controlling parking in the designated parking areas.
- **Planning Your Event:** Deliveries, arrival, set-up and departure must be considered in your planning of time. Items must be scheduled for delivery and pick-up during your time frame unless prior arrangements with the Allandale staff have been

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made. All items are to be removed from the Allandale facilities following your event (overnight storage is not possible). The City of Kingsport and Allandale Mansion are not responsible for protection or storage of items brought onto the premises for an event.

- **Cleanup:** There is no charge for normal cleanup by our staff. Should there be an unusual amount of cleanup involved; an appropriate sum may be charged against the damage deposit. Upon completion of your event, the caterer and/or renter is responsible for removing all food, service equipment and supplies and for removing all decorations and personal items. **The renter is responsible for ensuring all trash is taken to the designated dumpster.**
- **Decorating:** No tape, tacks, staples, glue, Command strips, or nails of any kind may be used. No decorations, signs, etc. may be hung from the walls, woodwork, pictures, furniture, windows, light fixtures or ceilings in the Mansion. Wrapped floral wire (similar to large pipe cleaners) may be used to attach decorations to the staircase. No furniture, floral arrangements, or other Mansion items may be moved or rearranged. Nothing may be hung from any trees.
- Rice, paper confetti, glitter, loose rhinestones, table scatter, sparklers, hay bales, toilet paper as “décor” and silly string MAY NOT be used anywhere on the grounds or inside. Natural rose petals, bubbles, and birdseed may be used in outside designated areas of the Mansion only. **No balloon releases.**
- **No sparklers, fireworks, tiki torches, sky lanterns, cold spark showers, or other explosive / flammable items.**
- ONLY SILK rose petals may be used **inside** the Mansion and ONLY NATURAL rose petals may be used **outside** the Mansion and on the grounds.
- **Renters and their guests are not permitted to pick or cut Allandale’s flowers or greenery. Nothing may be hung from any bushes or trees.**
- **Hanging fabrics must be flame retardant, per the City of Kingsport Fire Marshal.**
- **Candles:** Candles must be fully enclosed in glass and may only be placed in approved areas. Lit candles may not be left unattended.
- **Smoking:** The City of Kingsport has a **NO SMOKING** policy for all City facilities. No smoking is allowed in any Allandale facility. Designated areas are on the breezeway near the garage.
- **Damages:** Renters of any Allandale facility are liable for all damages to the facility, furnishings, equipment and grounds. The renter is also responsible for damages incurred by their contract labor (i.e. caterer, florist, decorator, photographer, DJ, musicians, rental company, etc.) and their guests. Should damages exceed the deposit, you will be billed for the remaining balance. After the rented areas are inspected for damage and cleanliness (including trash and decoration removal), **your damage deposit fee will be returned to you from the City within 3-4 weeks** via a mailed check to the address on file.
- **Pets are not** permitted inside the Mansion.
- **Hostess:** The Hostess’ responsibilities include **ensuring all the guidelines are followed**, cleaning up any spills, and opening/closing the venue at the predesignated times. They are in charge of the facilities during events and are well-versed in Allandale’s policies. If any problems arise at Allandale during your event they will contact the appropriate personnel. **If you have questions or concerns during your event, you should contact your Hostess.**
- **Lost and Found:** It is the renter’s responsibility to remove all items after the event. Allandale is not responsible for items left on the premises. However, we do keep items found here in our lost and found for thirty days. It is the renter’s responsibility to call and claim any items that have been left behind.
- **Grills and Smokers:** Any use of grills and/or smokers must be approved by Allandale staff, and may only be placed in pre-designated locations. Fire safety is expected to be observed at all times when using these instruments.
- **NO FRYING OF ANY KIND AT THE MANSION**, by order of the FIRE INSPECTOR. This includes deep frying, shallow frying, cooking bacon, and any other grease-generating items.
- **Piano Rental:** The black grand piano in the Parlor rents for \$50.00 per event and must be booked in advance. If the piano is moved there will be a \$100.00 tuning fee applied to your bill.
- In the event of weather-related closures or other occurrences requiring facility closure, Allandale will issue such notices through standard public information format.
- **Miscellaneous Information:**  
Do not adjust wooden blinds, ask Hostess for assistance.  
The Living Room fireplace has gas logs. **Ask the Hostess to operate them if you want a fire in the fireplace.**  
Our showers are **not available** for use during your event.  
Dresses or other clothing items may not be hung from the walls, woodwork, chandeliers, paintings, or other antiques.  
The French Doors in the living room may not be opened.

**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.**