



## Frequently Asked Questions

### When can I tour the facility?

- Tours are conducted on Tuesdays and Thursdays after 5:30pm and on weekends by appointment.
- Sorry but weekend tours are not possible during wedding season.
- You can also visit the museum on your own schedule.
  - The outside is available to view anytime.
  - If you want to view the interior, please drop by Thursday through Sunday between noon and 4pm

### What is the normal deposit to hold the venue?

- We do not take a deposit to hold your date. Booking the museum is done by making a full or ½ payment

### Does the museum offer any discounts?

- At this time we do not offer any discounts due to the popularity of the venue
  - If you pay the full amount up front you can earn a discount
    - Friday / Sunday = \$100
    - Saturday = \$200

### What information or documents do I need to provide to the museum after I book?

- There are a number of additional documents needed after you have booked the venue. They are;
  - Insurance-One month prior to event
  - Alcohol permit – One month prior to event
  - Timeline of event
  - Table layout
  - Docent request form [if Smith House tours are desired] \$100 fee
  - Vendor list

When can we have our rehearsal?

- Rehearsals can take place any evening prior to your event. You must be flexible with your rehearsal as we book Fridays, Saturdays and Sundays.
- Friday events can book their rehearsal immediately
- Saturday & Sunday events can book the prior day provided it is not booked
- Saturday & Sunday events must wait 2 months prior to the event to book prior day as we receive many inquiries for quick bookings.

Should we meet with the caterers and someone from the museum prior to our event?

- A caterer [and other vendors] meeting should be scheduled 2-3 weeks prior to the event. This helps get everyone on the same page.
- Sorry but the museum does not schedule meetings with ancillary vendors such as DJs, Florists, Cake Makers, etc.

When does the caterer arrive and when can they gain access to the museum

- The caterer will normally arrive at 3pm. Access to the patio and kitchen is 3pm.
- Vendors may not access the interior [public area] of the museum until 4pm

When does a representative of the museum arrive?

- When caterer arrives at 3pm

When can the DJ setup?

- DJ can set up exterior music systems as early as 3pm. Interior setup must take place after 4pm.

Where can we store flowers?

- Flowers may be stored the day of the event [sorry no early deliveries] on the back-patio picnic tables or in the kitchen after 3pm.
- Make sure your caterer knows that the kitchen space will be used for storage as they may need the space more than the florist.

How big is the refrigerator?

- The refrigerator is a residential refrigerator. Please do not bring excessive amounts of refrigerated items as space is limited.

Is there enough parking?

- There is ample parking [even on dates when the City of Los Altos has events]

What alcohol can I serve?

- Beer, wine, champagne and 2 signature cocktails

Are there any city ordinances that are imposed?

- There is a standard noise ordinance that must be adhered to. Your music levels may not exceed 60db at perimeter of the property
- All electrified equipment must be indoors after 8pm. This does not mean that you cannot have music outside. Speakers must be indoors but sliding glass doors may remain open.

How late can the event go?

- Standard contract goes to 10pm. You may have your event end at 11pm if you purchase an extra hour. Extra hour fee is \$425. 11pm is the latest your party may end. Caterers have one hour to clean up after the end of your event.

Can we leave any decorations and alcohol behind for next day pick-up?

- No as our storage space is limited. All decorations, personal belongings and excess alcohol must be taken home after your event.

Garbage dumpster and recyclables

- The museum does not have a large garbage dumpster. Your caterer should be informed that all garbage must be taken back with them.
- Bottles, Cans and Cardboard may be placed in our recycling bins if there is space. If they have been filled by prior event recyclables, then these too must be taken off premises.
- The City of Los Altos requires that you sort your recyclables so no cardboard can be mixed with bottles. Additionally only glass & plastic bottles, aluminum cans and cardboard are to be placed in recycle bins.