

FAQs for the Cator Woolford Gardens at the Frazer Center

Thank you for considering Cator Woolford Gardens for your special event! For your convenience, here are the answers to our most frequently asked questions. More information including pricing, photos, site layouts, sample event timelines, etc. are available on our website:

<http://www.fraziercenter.org/inclusive-community/gardens/>

Touring the Facility, Rental Fees, Booking an Event, and General Information:

How do I set up a tour?

Please fill out the Inquiry Form on our website <http://www.formstack.com/forms/?1280813-wDxKrDjm8z> and a representative will be in touch with you shortly to respond to your questions and set up a tour. Be sure to include the type of event, desired date and time of the event, how many guests, and your email.

What dates are available for my event?

Please view our Availability Calendar on our website at <http://www.fraziercenter.org/inclusive-community/gardens/availability-calendar/> to see which dates are available.

What type of events can be held at Cator Woolford Gardens?

Weddings: rehearsal dinners, ceremony only, reception only, both ceremony and reception.

Corporate Events: social mixers, fundraisers, meetings, and holiday parties.

Social Events: birthday parties, bridal/wedding showers, baby showers, bar/bat mitzvahs, family reunions, memorial services, neighborhood meetings.

What is the facility rental fee? Can I rent just the Atrium or just the Gardens?

Please refer to our Rental Information where you will see a chart of the hourly rates for our facility. Prices vary depending on the year, month, day of the week, and whether you want to rent the Atrium only or the Gardens with option of the Atrium (in case of rain or for amplified music/dancing). If you want to utilize the Gardens only, the fee would equal that of the fee for the Gardens with the Atrium. For corporate and other small groups of less than 30 guests that want to rent the Gardens during weekdays, please contact our representatives for specific pricing information.

Is there a discount for non-profits to rent the facility?

Yes, we offer a 25% discounts for non-profits with a copy of 501©3 or 501©6 documentation.

Are there any extra/hidden fees not included on the pricing chart? Are taxes included in the fee?

There are no hidden or extra fees. Tables or chairs are included in the rental (see below for approximate count). The Frazer is a non-profit so is tax exempt which means no taxes will be included in the rental fee. The only other expense is an optional rental fee of \$250 to rent our

PA system (more information below). Also, we do require event insurance (\$500,000 bodily injury/\$200,000 property damage) which is sometimes free if you go through your homeowners insurance, otherwise you can go through websites like www.wedsafe.com where the fee is around \$100-\$175 for event insurance. Parking is complimentary and if you are renting the Gardens, we even include the stretch golf carts to transport guest from parking lot to Gardens.

Since Cator Woolford Gardens at the Frazer Center is a non-profit is my fee tax deductible?

While it's true that your rental fee for renting the Cator Woolford Gardens goes back to the Frazer Center to help fund the quality programs for children and adult with developmental disabilities, since we are providing you a service in return, the fee is not tax deductible. However, you are still contributing to the success of the Frazer Center and supporting a great cause. Not only is it your big day or special event but you are giving back!

What is the max occupancy capacity at Cator Woolford Gardens?

Our Maximum capacity here is **180 guests**. 180 guests can be seated for dinner in the Courtyard in the Gardens. Or, 150 guests can be seated at tables in the Atrium or 150 guests can be seated in rows for ceremony or lecture-style event. 180 guests can fit comfortably in the Atrium for dancing/cocktail receptions (with 30-50% seating).

Why is the max capacity not 360 guests if 180 guests can be in the Gardens and 180 guests in the Atrium?

First, 180 guests is the max capacity DeKalb County has placed on our venue due to our location in a residential area. Secondly, we only enough parking spaces for around 180 guests (two guests per car). Lastly, The Gardens and Atrium are approximately ¼ mile apart from each other so events usually start in the Gardens then move to the Atrium (for amplified music/dancing) via the club carts or events will solely take place in the Atrium. Never are both the Gardens and Atrium utilized by event guests at the same time except during a brief time of transition. See Sample Wedding Timelines on our website (or below) for further clarification.

What time is the facility available for rent?

Both the Gardens and Atrium are available for rent on the following days and times:

- Monday - Thursday: 9a-10p with guest departure by 9p, vendor clean-up until 10p.
- Friday/Saturday: 9a-11p with guest departure by 10p, vendor clean-up until 11p.
- Sundays: 9a-8p with guest departure by 7p, vendor clean-up until 8p (including holiday weekends).

How many hours am I allowed to rent?

Rentals are priced for a base 4 hour block of time. This block includes a minimum one hour set-up and one hour clean-up allowance, with a full 2 hours for the scheduled event

***Note:** During the months of March-November, Saturday Garden and/or Atrium rentals are priced for a base 9 hour block of time. This block includes a minimum three hour set-up and one hour clean-up allowance, with a full 5 hour event. All garden rentals include access to the Atrium. The Atrium may be included in the ideal plans for the event. As long as the hours rented stay within the timeframes mentioned above, you can rent as many hours as you would like.

When can my vendors and I be on the property?

Rental clients, event guests, and event vendors are only permitted on the property during the client's rental period, so only during the hours you have paid to be on the property.

Do you book more than one event a day?

No, we only book one event a day to eliminate any guest or vendor-related confusion.

What is the typical timeline for a wedding and how many hours are typically rented?

Weddings tend to rent 9 or more. 2-3 hours for set-up, 5-6 hours for the event, and one hour for clean-up.

Please see **Sample Wedding Timelines**

Here is an example for a Saturday Wedding: 9 hour rental

2:00p-4:30p: Set-up time, vendors load in, and bridal party arrives

4:30p-5:00p: Ceremony in Ceremony Lawn

5:00p-6:00p: Cocktail hour on East Lawn and under tent

6:00p-7:30p: Dinner on paved Courtyard in Gardens

7:30p: Move to Atrium for dancing/amplified music

7:45p-9:45p: Introductions, first dances, cake cutting, toasts/speeches, and dancing in the Atrium

9:45p-10:00p: Bride and Groom farewell and guests off property by 10:00p

10:00p-11:00p: Vendor clean-up time

What comes with the rental?

- Tables and chairs (see below for details)
- Site manager(s)
- DeKalb County Police Officer(s) (for events where alcohol is served)
- Driver(s) for the stretch club carts to escort guests to and from the Gardens (Garden Rental Only)
- Included in the **Gardens rental** is all of the amenities in the Gardens including the use of the tents with chandeliers and globe string lights, bridal suite, ceremony lawn, north meadow, east lawn, paved courtyard, Italian staircase, bathhouse/restroom facilities, catering kitchen, as well as the Atrium and its amenities. The **Atrium only** rental includes use of the 3,000 foot indoor Atrium which includes vaulted ceilings, glass mosaic mural,

floor to ceiling windows, chandeliers on dimmers, globe string lights, use of the restroom facilities, and kitchen.

What tables and chairs are included with the rental? Are linens included?

Rental clients are welcome to use any of our tables or chairs that we have on site. We try to keep the approximate count below but please note the exact numbers are not guaranteed and if extra tables or chairs are needed they need to be rented through a third party at the expense of the rental client.

We usually have approximately:

20: 60" rounds (seats 10 at each)

10: 48" rounds (seats 8 at each)

14: 6 foot banquet tables (used for buffet, bar, guest book tables, etc.)

2: 8 foot banquet tables (used for buffet, bar, guest book and favor tables, etc.)

150 white resin folding chairs for Atrium use only

180 white wooden folding chairs for the Gardens use only

Linens for these tables are **not** included nor do we have them on site for rent but linens can easily be rented through the caterer or a third party. High-boy/cocktail tables may also be rented through your caterers or third party rental company.

How many people can sit at each table? How many tables are needed for 150 guests?

For seating, we recommend using the round tables as this promotes conversation and spatially works better in both the Gardens and Atrium. On a 60" round, 8-10 guests fit comfortably while on a 48" round, 6-8 guests fit comfortably. Typically, for 150 guests, clients will use 15 of the 60" rounds, with 10 guests at each table. We recommend utilizing the 6' and 8' rectangular banquet tables for catering service, gifts tables, favor tables, bars, etc.

How much does it cost to rent the PA System ?

The PA System is available for rent for \$250 which includes two lapel mics, a handheld mic, and iPod connection. The PA System can be used in the Ceremony Lawn during wedding ceremonies and may also be moved to the sound shell in the tent for spoken word until 8p on Fridays and Saturdays and until 7:00p on Sundays.

Is parking free? Where do guests park? How do the club cart shuttles work?

Yes, parking is FREE! Once guests enter the property, they will follow directional signage telling them to park up at the top of the hill, in the Frazer Center's parking lot. There, the club golf cart shuttles will be waiting to transport guests down to the Gardens. When it's time for guests to head to the Atrium or back to the parking lot, the shuttle will be waiting in the Gardens to transport them back up the hill. There are enough parking spaces for around 90 cars (2 people per car=180 guests).

How do I book the facility for an event? How much of the fee is due at time of booking?

Once you have communicated with a CWG representative that you wish to book a certain date, a rental agreement and contract will be sent to you along with a link where the down payment can be made via credit card online. The date will be held approximately 24 hours to give you a chance to review and fill out the contracts and agreement and make the payment. 50% of the total fee is due upon booking the date. The other 50% is due 90 days after booking or, if event is booked within 3 months then the full amount is due at the time of booking.

Once a date/event is booked, what are the next steps?

A confirmation packet will be sent to you within a few weeks of booking which includes a "What's Next" checklist. Here you will see the date the final payment is due, this document will also go over when to schedule the final walk-through and when all other event documentation is due.

CWG Policies:

What is the catering policy at Cator Woolford Gardens? Can I use my own caterer?

We do not provide in-house catering but instead we offer a list of wonderful Preferred Caterers for you to choose from (please see Preferred Catering List on our website (<http://www.fraziercenter.org/files/2015/05/2015-2016-CWG-Preferred-Caterer-List.pdf>) for more information). All of our preferred caterers have worked dozens of events at our facility, know the facility really well, and provide exceptional service and amazing cuisine.

Who sets up the tables and chairs for my event?

The caterer is in charge of setting up all of the tables and chairs for your event during your rented set-up time. If you are having a wedding, Cator Woolford Gardens staff will set up the ceremony chairs but the catering staff is responsible for moving the chairs from ceremony lawn to the dinner tables (if using the Gardens for dinner). The Atrium has a separate set of chairs so tables and chairs will both be set-up and broken down by the caterer during your rented set-up and breakdown time.

How will the caterer know where I want my tables/chairs set-up?

Approximately 30 days prior to your event, we require a final walkthrough with you, your coordinator, your caterer, and a CWG representative. This meeting typically takes about one hour and it gives us all a chance to review your timeline, go over your ideal layout, contingency layouts, table/chair counts, and any other information or questions still pending. This way we are all on the same page, everyone leaves knowing exactly what their responsibilities are the day of your event, and where you want all of your tables and chairs set-up.

Can I have amplified music in the Gardens?

Amplified music is not permitted in the Gardens except during a wedding ceremony per DeKalb County's Special Land Use Permit on our venue. After the ceremony, or for all other types of events, non-amplified instruments are allowed in the outdoor Gardens as long as they remain within the sound shell in the tent and kept within a reasonable decibel level.

In the indoor Atrium, amplified music is allowed as long as it is kept within a reasonable decibel level. Due to our location in a residential neighborhood, we cannot change the rules of the DeKalb County Special Land Use Permit for any event without endangering our ability to rent the facility for future events.

What type of music in the Gardens works best? Can it be heard on east lawn and Courtyard?

For non-amplified music, we find anything from a solo guitarist to a 5 pieces jazz band can work well. Usually, clients choose something like a string trio or quartet. Other possibilities include a saxophonist or harpist. These musicians must remain within the sound shell under our big 30 x 45 tent for the entirety of the event in the Gardens (except during the actual ceremony when they can be on the Ceremony lawn). While we need to make sure the sound level stays within reason, as to not disturb the neighbors, the instruments can be heard plenty loud under the tent as well as on the paved Courtyard. Depending on how many guests you have in attendance, and how loud they are speaking, the music can sometimes be heard on the East Lawn as well (where you might have lawn games). If guests want to hear the music more clearly they can simply go under the tent.

What is the alcohol policy at Cator Woolford Gardens?

You can bring in all of your own alcohol as long as it is served by a licensed bartender which is provided by the caterer. The caterers/bar tender usually set-up the bar and provide the glassware, mixers, etc. Kegs are permitted but must remain behind the bar and be served only by the bartender. All alcohol service must end 30 minutes prior to end of event time, not to be confused with the event rental end time (i.e. if the clean-up time is from 10-11p then the event end time is 10p which means the alcohol service needs to end by 9:30p). No alcoholic beverages or glassware may be taken to the parking lot area. The licensed bartenders, the police officers, as well as the CWG staff have every right to cut guests off if they deem it necessary for the safety of the guests.

If the bride can get ready in the bridal pavilion in the Gardens, where can the groom and groomsmen get ready?

There is a resource library/conference room at the Frazer Center located near the Atrium that is available for the groomsmen to get ready in before ceremony. Sometimes this is also a nice space for band members to take breaks.

Can I go inside the mansion at the top of the Italian staircase?

The mansion was Cator Woolford's mansion and is now a separate non-profit called the Atlanta Hospital Hospitality House. It's very similar to the Ronald McDonald House where families are staying there when they have family members in a local hospital. It is **not** included in the rental fee and families are staying there so please do not go inside. They don't mind if you take photos on their property during your event but they ask you go no more than halfway up the lawn in front of the house.

Who all needs to sign the Vendor Agreement?

The Vendor Agreements need to be signed by all vendors who will be on the CWG property the day of the event. We also need clients to fill out the Event Vendor List (sent with confirmation packet) with ALL vendors that will be utilized for the event. This includes even those vendors who may not be on site that day of such as make-up artists, hotels guests are staying at, etc. this way we can keep track of the most popular vendors our clients are using and if need be, get in touch with those vendors.

Is smoking allowed?

Yes, smoking is allowed at CWG in designated areas. There are cigarette receptacles located on the East Lawn in the Gardens. For events using the Atrium, there is no smoking allowed in the 5 Senses Courtyard but smoking is permitted in the courtyard on the other side of the Atrium. During Atrium events, there will be signs directing guests to this designated smoking area.

Can I use a vendor that is not licensed or insured?

We strongly recommend you choose only vendors that are both licensed and insured for your own protection. However, we will allow vendors that are not one or either of these things as long as they agree to sign the vendor agreement (basically, making sure they understand the rules of our property). Just be aware also, if they are not insured this means should anything happen at your event the damages would likely fall back on you. Also, if they are licensed and insured it means they have likely been doing this for a while and we know that the services they provide will be up to par and your event will run smoothly. Catering is separate, all preferred caterers are licensed, insured, and contracted with CWG, preferred caterers do not need to sign a vendor agreement.

What are my options for childcare during my event?

We are happy to send along a few options for professional on-site childcare companies you are welcome to utilize during your event. A space will be made available for you at the Frazer Center. We do not provide TVs or other forms of entertainment. We require you to use only professional childcare services if you opt to have childcare on-site. We will also require each parent utilizing those services to sign a waiver, simply stating that the Frazer Center and Cator Woodford Gardens are not responsible for childcare services or their child.

Is the facility open to the public for touring?

To tour the facility for a potential event, you can set-up a tour with the CWG representative.

Is the facility open to the public for picture-taking?

If you wish to use the Gardens for photography and do not need use of any tables/chairs, any indoor space or the restroom facilities, then you do not have to book the Gardens as an event. You can visit the Gardens for photos as long as there is not a rented, private event taking place—which will be indicated by special signs placed around the venue.

We do recommend completing the inquiry form on our website so a representative can give you further details and inform you of any daytime events and their timeframes. In lieu of a rental fee for photography sessions, we ask you make a donation to the Frazer center at www.fraziercenter.org so we can keep the Gardens looking beautiful for future photos shoots, events, and most importantly to help fund the programs for children and adults with developmental disabilities!

What times are available for wedding rehearsals? When can I schedule my rehearsal?

A complimentary one hour rehearsal time is set based on the booking day and contingent on availability. The schedule below is selected to best serve the lessee in planning rehearsal dinner, based on the most common trend for bookings on the property. No times are guaranteed and CWG reserves the right to reschedule rehearsal times based on rentals. To best guarantee the garden availability for a specific rehearsal time, lessees are welcome to rent the gardens for an additional day, please see pricing sheet on the rental information sheet.

If there is in fact an event on the scheduled rehearsal day, we will need to schedule the rehearsal around that event.

Can we leave any boxes or decorations at the site when we come for the rehearsal?

If there is not an event the day before, we can usually work with you and you can leave boxes either in the bridal pavilion or in the CWG representative's office.

Decorations: When can we start to decorate? What does CWG provide?

The CWG property, including bridal pavilion and Atrium, will remain locked until the start of your rental time. If you need more time to decorate or set-up, you can certainly rent more hours. Other than the natural beautiful landscapes of the venue, CWG does not provide additional décor except for globe string light in the Atrium. All décor is the responsibility of the client. For liability reasons, we are not allowed to assist with décor nor can we loan ladders, ropes, extension cords, etc. for client or vendors to use. All décor and supplies must be provided by the client or the vendor hired and responsible for such services.

Can artificial petals be used in the garden (on the ground)?

No, only real flower petals may be used outside in the Gardens because they are biodegradable.

Where can the couple's departure/farewell take place?

DeKalb County has designated the departure of the couple at the end of a wedding to take place **inside** the Atrium. This allows clapping, cheering, and other loud noises to be kept from disturbing the neighbors. This works well since the lighting is better for those final photos for the photographer and allows for you to have easy quick access to your get away vehicle. Instead, guests can line up on the dance floor, forming an aisle for you to run through. Then, only the couple and the photographer will exit the Atrium vestibule doors to the getaway vehicle.

What can be used to celebrate the couple's farewell/exit?

We do NOT allow sparklers, bird seed, rice, poppers, fog machines etc. on the property. We do allow bubbles, real petals, lavender, glow sticks, as well as streamers or flags attached to small dowels for guests to waive around during your exit.

Is it possible to hang paper lanterns or drapery in the Atrium?

It would be difficult, the ceiling is an A-frame so the rafters/beams are very high up and difficult to reach and we cannot allow anything to be hung from our string lights, as it would put us in fire code violations. However, if you wanted to rig your own rope from side to side then you could hang the lanterns from that. We strongly encourage having a designer or your planner be in charge of this so you can enjoy your day. The same goes for drapery. Please hire a professional to hang anything high up in the Atrium, as we do not have laddering available but most professional decorators will have the adequate equipment to install your décor.

Do I need to rent a dance floor for the Atrium?

No, most everyone dances on the carpet, it is low pile and great for kicking off your shoes and dancing! If you wanted that drama of a parquet or checkerboard dance floor we do have rental companies we can recommend.

Is there enough lighting in the Gardens or do I need to bring in more on my own?

There is ample lighting in the Gardens including lamp posts throughout, chandeliers under the tent and globe string lights under the smaller tent and hanging from the 4 posts between our tent and the bridal pavilion. You may want to check with your caterer to see if they provide votive candles for the seating/dinner tables. This is always an elegant touch but not necessary for lighting the space.

What time can my bridesmaids and I get on the property to get ready in the bridal pavilion? What time can my vendors get on the property to start-set-up?

The CWG property, including bridal pavilion and Atrium, will remain locked until the start of your rental time. Therefore, you and your vendors can begin getting ready and setting up at the start of your rental time. If you think you may need more hours to get ready or set-up, additional hours may be added up until one week prior to the event.

It is okay to have our dog included in the wedding ceremony?

Yes, we understand pets are family members too! We just ask you pick up after your pet and make arrangements for someone to either watch the pet (outside only) or be taken home after the ceremony. Pets are not allowed in the Atrium or inside the Frazer Center.

What do site managers do?

Site managers get on the property just before your rental time begins. They are not to assist in the ceremony, for that we require a day-of coordinator/planner. Here is a list of just some of their duties:

- Unlocks gates and doors to facility
- Turns on all power to both the interior and exterior
- Places directional event signage around the property
- Ensures the site is clean and ready for event: exterior grounds, tents, pavilion, kitchens, etc.
- Sets up the PA system and other AV equipment (if renting)
- Acts as greeter at Gardens entrance when guests arrive
- Manage the parking staff/club cart driving throughout the event
- Assists with managing event timeline to make sure event is kept on track
- Assists vendors with any site-related questions, directs them on where to go
- Troubleshoots any issues that may arise (breakers being flipped, guest services, kitchen issues)
- Cleans restroom facilities throughout the event
- Checks out Caterer at the end of the event to ensure facility is clean.

Why do I have to have a professional coordinator for my wedding or large event?

The site manager is busy fulfilling duties mentioned above and for liability reasons is not permitted to play a role in your ceremony or manage your vendors. Therefore, you need a professional planner/day-of coordinator who will assist with getting everyone down the aisle on time, manage your timeline, manage your vendors, and make sure everything is taken care of before, during, and after the event.

For example, should one of your vendors not show up, they will make those calls to the vendors on your behalf. They will make sure you know exactly when to walk down the aisle, make sure everyone is where they are supposed to be, and make sure that guests are having fun and know where to go next. They will be keeping a close look at the clock and while you are busy dancing or mingling with family and friends, they will make sure you are aware it's almost time to throw the bouquet and line up for the farewell. Our site managers do not coordinate any of these activities.

Weather Contingency Plans:

What are the weather contingency plans?

Luckily, there are several options for contingency plans. We have a tent in the Gardens which seats up to 180 for ceremony or 80 for a seated dinner and also have the large indoor Atrium space which seats 180 for ceremonies, meetings, and dancing receptions and up to 150 for a 100% seated event. We typically like to know if you will be using a contingency plan 48 hours in advance but understand that sometimes weather is simply unpredictable.

For weddings, here are three great options:

Option 1: Have ceremony under our tent in the Gardens then move to the Atrium for dinner and dancing.

Option 2: Have ceremony under our tent in the Gardens then rent a tent for the paved courtyard for dinner then move to the Atrium for dancing (as you would need to for amplified music anyway).

Option 3: If the rain is coming in at all angles or is very cold outside, you may want to consider doing everything up in the Atrium.