

Earlyhouse

Professional Event Vendor Expectations

Earlyhouse allows couples to select their own vendors to provide services at our venue. We commit to referring excellent vendors based on their talent, professionalism. We also expect respect for our clients, their guests, our staff and our venue. We do have general and specific vendor policies and guidelines that we require all vendors working at our venue to sign off on, agreeing to adhere to these policies. The policies protect our venue, clients, guests and vendors from unnecessary risks or safety issues. We thank you in advance for doing your best to work within our venue policy and vendor expectations.

1. Maintain state required license and insurance. (If you are unsure of our requirement for your business, please call)
2. Our venue hours are from 10 AM until Midnight. No vendors or others can be onsite outside of those hours. Our home is only open to hair/makeup vendors and photographers from 10 am until ceremony time.
3. Hair/Makeup professionals are expected to cover the furniture in our home with towels, etc. to prevent damage to it. Any damage or cleanup (that includes replacing moved furniture and window treatments) will be charged to the client. The same applies to photographers.
4. We ask that every vendor who has not worked at our venue arrange a walk through or a phone call for specific questions. This helps alleviate any unexpected challenges the vendor may not prepare for during event set up.
5. Vendors can pull up to the designated loading area from 10am until within 2 hours of the ceremony time. Please unload, then move your vehicle while you set up so that you do not block set up for other vendors at any time.
6. Event break down: please make sure you leave no trash on site. We ask that vendors are completely finished removing their items from the venue within an hour of the end of the event. You may not leave items on site for us to watch or store for a later pick up. We are not responsible for lost or stolen items.
7. Businesses hired to work at our venue are on the job and we ask that you refrain from consuming alcohol during the event. At the end of the event if you are invited to a drink by the client that is fine, being intoxicated or impaired during the event or as you load equipment and drive from the event is not tolerated and may be reported as this puts our venue, guests and vendors at risk.
8. Food and drink may be provided by the caterer for vendors working the entire event. We expect vendors to wait until guests have gone through the buffet line before they get their meal.
9. Dress code – at the least, business casual is expected.
10. Smoking policy – smoking (including electronic cigarettes) is not permitted except in the areas outside that have smoking receptacles.
11. Profanity is not permitted.
12. Professional behavior is a must at our venue. Your behavior reflects on the venue and unprofessional, rude or abusive behavior to our staff, clients, guests or your fellow vendors will not be tolerated. We will monitor vendor performance and if you are not

capable of meeting at least a basic standard of professional ability and behavior you may be excluded from future work at our venue.

13. Event music volume is regulated by our staff with a decibel meter based on our community standards. We will not tolerate any abuse of this policy. You will be asked only once to turn down the music as necessary.
14. Late arrivals: this happens from time to time but it is completely avoidable. Please make sure that you have the correct address, contact phone number and mapping apps (cell phone or navigation charged up). Late arrivals are very unprofessional and create one of the biggest issues in the wedding industry.
15. Leaving early is not acceptable. Please adhere to your client contract. Please remember when you disappoint a client the overall wedding experience is reduced in the eyes of the client and guests.
16. Be prepared: you have specific agreements you commit to in your contract. You must adhere to those agreements. Do not expect venue staff or others hired by the couple to provide items you have misplaced or failed to bring. Please do not add to the duties of our staff by requesting that they fulfill your duties.
17. Competency: If you are hired by a couple to perform duties at our venue you are expected to be an expert in your field. Do not arrive onsite asking others to help you fulfill your duties or not knowing how to fulfill your duties. Our staff, your fellow vendors can't be responsible for your services and helping you manage those services. Please make sure you know how to set up properly, that you know how to get your items from your vehicle to your designated vendor location and that you are capable of doing this on your own or with your staff. Additionally, if you sign a contract with a client and you will not be at the event but will send employees, you must make sure they are trained and prepared to fulfill contracted expectations.
18. Electricity is provided but you should bring additional power strips and extension cords. You must bring rugs to cover cords and ensure your set up is not creating safety risks. The venue is not responsible for providing extra cords or power strips.
19. Earlyhouse has no public WiFi available. The rural nature of our community also may mean spotty cell service.
20. Vendor agrees to clear and timely communication with the venue and clients.
21. Please make sure you check in when you are at the venue, we encourage you to share the event on your social media and we ask that you tag the venue in all posts from the events that take place at our venue.
22. Photography and videography policy: **NO Furniture or large items may be moved and there is NO access to the private areas in our home.** Our venue contract with clients clearly requests that the images and video for weddings will be provide to our venue within 45 days of the wedding. We have the greatest appreciation and respect for our photographers and videographers and we will use that valuable content to make sure your business is promoted and credited. This will ensure that your hard work and talent is provided exposure to our audience of potential clients. Please make sure that if you use images or video from weddings at our venue that you tag our venue properly on your site (hyperlink) and on all social media.

Business Name: _____

Business Contact/Rep Name: _____

Business Services: _____

Email: _____

Phone: _____ Cell: _____

Emergency Contact: _____

Website: _____

Facebook: _____

Signature _____ Date: _____

We can generally be reached by phone – 540-967-5550 or 540-223-2651 or by email katie@earlyhouse.com. We will do our best to return calls in a timely manner, but the days just before a wedding can be very busy. Please make your calls early enough for us to return the call before the wedding day. (Friday night or Saturday probably won't get an answer)