

# Frequently Asked Questions



1. **What is the rental rate for the ballroom?** In the interest of fairness to our clients, the Walldorff does not have a set fee for rental of the room; therefore, rental rates are based on the projected attendance for your event. Please refer to the “Rental Rates” document for the appropriate fee that coincides with your guest count.
2. **What services does the rental fee cover?** The fee covers use of the ballroom, tables, chairs and table service; set up and break down of tables and chairs; care and maintenance of the room following your event.
3. **How many hours does the rental fee cover?** Typically, your rental of the ballroom includes the entire day; however, on rare occasions we may have more than one event on a given day. Events requiring extensive set-up or decorating time (ie: wedding receptions) are not subject to double booking.
4. **Is the rental fee refundable?** Generally, rental fees are not refundable; however, if we are able to rent the space to someone else and recover lost revenue, a refund may be given solely at the discretion of the Walldorff.
5. **When is the rental fee due?** The fee is due at the time of definite booking to hold the ballroom for your desired date.
6. **Are there minimum spending requirements associated with use of the ballroom?** Yes. These requirements vary based on days of the week and seasonal considerations. Please refer to the “Rental Rates” document for further information.
7. **May food & alcohol be brought into the Walldorff?** No. In accordance with our licenses, all food and alcoholic beverages must be supplied by the Walldorff. Exceptions include specialty cakes, candies and nuts.
8. **Are the menu items served buffet style or plated?** Our menu has options for both; however, due to increased staffing needs additional charges apply for plated meals.
9. **Is there handicapped access to the ballroom?** Yes. There is an elevator located at the rear of the building which opens directly across from the ballroom entrance. The elevator may be accessed from the main entrance of the building, or via the lower level entrance off of Jefferson Street.
10. **Where do guests park for our event?** There are two public lots located within one half block of the Walldorff building. In addition, parking spaces are available on the streets; however, two hour parking is enforced for these spaces Monday through Friday from 10 am to 3pm. We ask that your guests do not park in the lot directly behind our building as that lot belongs to Ace Hardware and is towing enforced.