



Whispertree  
Where transformation takes root

## *Whispertree Weddings*

### *FAQ's. 2023/24*

#### **SALES AND BOOKING**

##### **How do I book the venue?**

--In order to book the venue, you need to send a signed contract and deposit payment of 50% of total cost.

##### **Can I reserve dates without booking them?**

--Once you choose a date, we send a contract for review and can place a soft hold for up to 2 weeks on your chosen date. The soft hold means that we will contact you and give you a chance to book the dates before other interested guests can book them.

##### **How far in advance does the venue book?**

--The timing of our bookings vary widely. The high season dates typically book 6-12+ months in advance.

##### **What is the pricing?**

--Our pricing varies by package. We are happy to send our packages and pricing sheet when requested.

##### **Is there a minimum number of nights?**

--There is a 2-night minimum stay for all of our accommodations.

##### **Are there any hidden fees?**

--The only fee you will not see on our price guide is an 11% hotel tax.

#### **ACCOMMODATIONS & GUEST CAPACITY**

##### **How many guests can stay overnight?**

--We currently have beds for up to 60 guests in shared accommodations, plus overflow camping areas for additional guests. For up to 5 events each year, we can have additional guests stay in tents for a total of 80 overnight. Please review our Wedding Guide for accommodation specifics.

##### **What is the guest capacity for day use?**

--A total of 150 guests can utilize the property for events.

##### **Are there other accommodations nearby for guests?**

--Yes, we can send you a lodging guide with numerous accommodation recommendations within 30 minutes of our venue – including Boonville, Philo, Ukiah, and more.

##### **What are check-in and check-out times?**

--Typically, check-in is at 4 pm and check-out is 11 am. We can adjust these times based on other reservations before or after your stay.



## FAQ Guide (cont.)

### **Can guests camp on the property?**

--Yes. We have a handful of flat zones appropriate for tent camping with access to shared restrooms and showers. There are also options for companies to come setup additional glamping tents for your guests.

### **Can we share the costs of accommodations with our guests?**

--Will you accept payments from numerous people? – You can definitely share the costs of accommodations with your guests. Freida, the wedding manager, can share how this process can work with suggested pricing. NOTE: The event fees must be paid for by one person with one payment method. We do not collect individual payments from guests.

### **Who orients the guests to their accommodations when they arrive?**

--A staff person and/or your event coordinator will orient you to all facilities and accommodations prior to guest arrival and will assist guest check-in if needed. It is the client's responsibility to ensure that all guests know where they are staying and to check them in.

## **VENUE SPECIFICS**

### **What is the ceremony space(s)?**

--We have an amphitheater with redwood benches that sits on a knoll beneath a majestic old growth madrone and black oak tree. The amphitheater seats 150 guests.

--If you are having a micro-wedding under 50 guests, you can have your ceremony in the Toll House Garden.

### **What are the available reception space(s)?**

--Wedding receptions can take place by the barn or in the landscaped yard of the Toll House. There are many ways to set up these areas for events. Depending on set up, the sailcloth tent with bistro lights can also be used if it is part of your wedding package.

### **Where do the bride and groom get ready for the wedding?**

--Most wedding couples stay in the Creekside Cottage and the bride gets ready in that space. The groom uses either the yurt near the amphitheater or other accommodations on the property to get prepared. Some couples also like staying in the Porch Room in the Toll House and use that space for the bride to get ready.

### **How is cell service on the property?**

--We have cell phone boosters and wifi on the property. In general cell phone range is spotty in this region.

### **Is there wifi on property?**

--There is wifi in every accommodation and in the gathering spaces.

### **Do you have sufficient power for catering, lighting, and sound equipment?**

--There is sufficient power for all event needs. For events with higher power use, we require advance details on locations and equipment placement so we can ensure there will be no surprises!

### **What are clean-up responsibilities for the wedding couple and guests?**

--All event equipment must be neatly stacked and ready for pickup. Venue equipment (tables, chairs, plate-ware, etc.) needs to be cleaned and returned to its original location. Recycling & trash from the non-wedding and wedding day/night needs to be removed and placed in our waste management shed in the proper receptacles.

### **Is there daily housecleaning service?**

--There is no daily housecleaning service. We prepare the spaces prior to check-in and clean after check out.



## FAQ Guide (cont.)

### EQUIPMENT AND RENTAL NEEDS

#### **What equipment/furniture is included in the venue rental?**

--The use of all accommodations (see separate accommodation details) and landscaped gardens with lighting is included in the Venue Fee. The cost of renting our event tent, which fits up to 150 guests, is also included in the fee. There are tables and chairs inside and outside each accommodation for general use. In addition, we have 21 picnic tables and benches, 6 heaters, and 6 market umbrellas that are available for your use. For the wedding celebration, the client needs to provide all rentals (including tables, chairs, tableware, dance floor, outdoor heaters, and portable restrooms) for events with over 75 people.

#### **What are the details for the event tent?**

--We have a 46' x 65' sailcloth pole event tent. It can be used for seating up to 150 guests for dining. The tent can also be used as a location for a rented dance floor. If couples would like to include dinner tables with seating and a dance floor under the tent, the seating option for dining is a maximum of 136 guests. This event tent is included in the Venue Fee for the Madrone and Valley Oak packages.

#### **Is there a catering kitchen? Where do catering companies set up?**

--We have an outside kitchen located in the barn, which can be used by caterers. If your event is in the Tollhouse Garden, caterers will need to set up an outdoor kitchen and bring whatever gear they need to execute your wedding menu. The chef kitchen in the Toll House can be used by your family and friends for a welcome dinner or other meals throughout the weekend, but not by the catering team.

#### **What do wedding couples do for a dance floor?**

- Option 1: Use our barn for your dance party!
- Option 2: Rent a dance floor and set it up in our Event Tent amongst your dinner tables
- Option 3: Dance on wood chips in the Event Tent or on gravel in front of the barn under the trees.

#### **Do you have tables and chairs for the reception?**

--We have 21 picnic tables and benches for your use. We also have additional outdoor tables and chairs for lounge areas on the deck and around the fire pit. You are also welcome to rent tables and chairs as well.

#### **Do you have plate-ware, silverware, etc., for the reception?**

--These need to be rented. Some wedding couples use compostable plates or palm plates for simplicity (we can recommend supplies). Our Wedding Director can give you our recommendations for compostable products.

#### **How many toilets do you have for guests? Do we need additional restrooms?**

--There is one shared toilet in the breezeway of the Toll House for wedding guests. Four toilets are available at the Barn, and four more at the Bathhouse near the ceremony site. Events over 75 people need to rent an additional portable restroom trailer. Please see our Vendor Recommendations list for our favorite restroom rentals.

### VENDORS

#### **Are there any exclusive or preferred vendors?**

--We have a recommended vendor list of local and regional vendors who have worked on the property. We are open to working with other professional vendors but need to provide approval in advance of their work on the property and they need to provide proof of liability insurance.

#### **What kinds of vendors can your Wedding Director at Whispertree provide referrals for?**

- Rental Companies (tables, linens, glassware, dance floor rental, photo booth, restroom trailers, etc.)
- Caterers
- Florists
- Wedding planners
- Dessert/Cake.
- Childcare
- Bartenders
- Photographers/Videographers
- Hair & Make up
- Transportation



## FAQ Guide (cont.)

### **When can vendors drop and pickup equipment? When can setup begin?**

--Vendors can arrive the day before the event to drop off equipment. If there are no reservations booked on property, setup can begin the day before the event or the morning of the event if reserved. Some couples choose to reserve the day before so they can come up, get settled in, and begin setup.

## **FOOD & BEVERAGE**

### **Do you have any beverage restrictions?**

--You can bring your own alcohol. The only specification on beverage service is that you hire a professionally licensed and insured bartending service for the wedding reception.

## **WEATHER**

### **What are the best times of year for a wedding in your location?**

--We love it in Bell Valley all year for different reasons. The most reliable weather with less chance of heat waves or cold/rain is in later Spring (May 1 -June 15) and Fall (September 1-October 15).

### **What are weather backup plans for rain, heat, etc?**

--Use of our event tent plus our event space in the barn.

## **TRANSPORTATION AND TRAVEL SPECIFICS**

### **How far is the venue from the Bay Area?**

--It takes approximately 2-3 hours from the Bay Area. 2 hours from Marin or East Bay with absolutely no traffic, 3 hours from SFO with medium traffic.

### **How many parking spaces are available at the venue?**

--There are approximately 80 parking spaces on the property.

### **Can we use shuttles?**

--We encourage the use of shuttles for events!

## **SOUND AND AMPLIFICATION**

### **Are there sound restrictions?**

--Mendocino County stipulates an amplified sound curfew of 10pm. We have very few neighbors but need to respect their enjoyment of this rural region so we maintain a commitment to cutting off all DJ or band music at 10 pm sharp. You are welcome to use the Barn as a lounge after 10:00 PM but the doors must be closed.

## **LOGISTICS, PLANNING, AND COMMUNICATION**

### **Do you require a day-of-wedding coordinator/wedding planner?**

-- Our on-site Wedding Director will be on the property on your wedding day to make sure all site logistics are handled. However, we strongly recommend that all wedding couples work with a professional planner due to the logistical complexities of hosting an event on an expansive property and the enjoyment of your wedding day. We require that you work with a Day of Wedding Coordinator to be the main contact during the planning and execution of your event.

### **Does Whispertree offer Wedding Planning Services?**

--Our on-site Wedding Director, Freida Neiman, can be hired for wedding planning services. We also provide a list of alternate planners for you to consider.



## FAQ Guide (cont.)

**Will there be a venue representative onsite during the wedding?**

--Yes.

**What does the venue manager need from the client during planning?**

--We need timelines, accommodation details, event layouts, and other specifics laid out in the contract.

**Do I need liability insurance?**

--Yes, you need to provide event insurance for the entire wedding weekend. We can recommend insurers to contact. It typically costs around \$150.

### ACTIVITIES ONSITE AND NEARBY

**Is there a fire pit, and are there any fire restrictions?**

--We have a large fire pit in the Toll House garden and provide seasoned firewood. Fires need to be kept at a reasonable size (no bonfires!), and someone must ensure the fire is out at the night's end. However, we do not permit fires during drought conditions due to safety concerns.

**Are there trails?**

--Over 6 miles of marked and maintained trails wind through the open meadows and the oak & fir forests.

### PETS

**Are dogs/pets allowed on the property?**

-- With prior written approval, dogs are permitted if they are integral to the Wedding or as otherwise required by law, such as service dogs. No pets are allowed in any on-site accommodations unless approved by the venue. Please note that the property is not fenced and is next to heavily wooded areas that are home to a variety of wild animals including deer, raccoons, bobcats, foxes, mountain lions, etc.

