

THE LUMEN HOUSE
POLICIES & PROCEDURES

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PROPERTY POLICIES



OUR RIGHTS:

The Lumen House reserves the right in its sole discretion to make improvements to the property and will keep the property in pristine condition. We will not check with you before we make any updates to the venue space or the surrounding property.

GROUNDS:

Our property has been designed to be enjoyed by all. It is the responsibility of the parent to keep their children out of the gardens and landscaped areas.

PARKING:

Please only park in designated areas. Vehicle parking on the grass is prohibited. No cars may be left overnight on the property.



RENTAL SPACE CHANGES:

Any contents or furniture movement must be pre-approved by The Lumen House. It is the couple's responsibility to restore all areas to their original appearance. Placements of tables, tents, live music, catering equipment, etc., must also be approved by The Lumen House's planning team.

PLEASE RESPECT NATURE:

We would greatly appreciate it if people do not disturb plants, rocks, trees, or other natural gifts. Please do not nail anything to the trees, or hand any ropes, swings, or hammocks from tree limbs. Please do not walk on, or step in, flower beds.

PETS:

Sorry, absolutely no pets, other than service animals, are allowed. However, a family pet that is involved in an event may be allowed on a case-by-case basis. In either event, pets must be leashed at all times and shall not be tied up or crated on the property at any time. Pets involved in an event must have a handler at all times.

PROPERTY POLICIES



GARBAGE DISPOSAL:

Please dispose of all trash in the provided bins and/or dumpsters on the property.

HANDICAP ACCOMMODATIONS:

We provide ADA-compliant parking, ramped walkways throughout the property, and suitable restroom facilities. Motorized and transport chairs can easily navigate the grounds. All venues on the property are handicapped accessible.

ELECTRICAL OUTLETS

All electrical outlets on the property are available for use at an event. The vendors are welcome to inspect the locations and numbers of outlets before booking with us.



SPEED LIMIT:

The speed limit on The Lumen House grounds is 5 mph and is strictly enforced for the safety of your guests.

DELIVERIES:

There is a size limit to the height and length of vehicles entering the complex due to the potential for damage to the property. Please coordinate limits with us. We will need to know the delivery dates and times of any rentals so we can meet them and show them where to drop their rentals.

SMOKING:

The Lumen House is a non-smoking facility. Ash buckets will be provided and smoking is permitted in designated areas only.

ILLEGAL SUBSTANCES:

Illegal substances of any kind are not permitted on The Lumen House grounds.

DAY-OF POLICIES



GUESTS:

Please keep in mind when inviting guests to your event that you are inviting them to our home. We will expect visitors to conduct themselves in a mature, responsible, and respectful manner. Only approved vendors are allowed on the property until 1 hour before the event.

EVENT ENDING TIME:

All events must end by 11:00 PM to comply with the township/county sound ordinances and to allow for clean-up and closure of the site by 11:59 PM.

DAY-OF MANAGEMENT:

The Lumen House will provide an in-house day-of facility manager/contact person. The Lumen House does not provide coordination of vendor services, planning services, floral placement, etc.

WEDDING REHEARSAL:

To not conflict with other venue rentals, rehearsals are planned for Thursday evenings (unless a different date is approved). The grounds must be vacated after completing the rehearsal program. The main event halls will not be available to decorate after the rehearsal.

MUSIC/ENTERTAINMENT:

All amplified music must be turned off by 11:00 PM. This is a rural setting and we do not want to disturb our surrounding neighbors. The music level will be monitored by The Lumen House Event Team and they hold the right to turn down the volume, or cut off the music, at any time should excessive noise persist after one warning.



DAY-OF POLICIES



WEATHER:

The weather in North Carolina is usually suitable for outside events, although, it can be variable and unpredictable. Should there be inclement weather on your reserved day, any additional indoor facilities on the property can serve as a backup and we will approve your last-minute rental of tents, canopies, or heaters – provided they are set up at an acceptable location.

CATERING:

The catering service areas in each of the venues are not intended to be used as a kitchen for meal preparation.



SECURITY:

A security guard/s will be present for all events where alcohol is served (such as wedding receptions, fundraisers, wine tastings, corporate parties, or receptions). This service is non-negotiable. The cost of the service is included as part of the venue rental (unless noted otherwise). We provide 1 officer per 100 guests.

PHOTOGRAPHY:

The many natural settings around The Lumen House were maintained and developed for the enjoyment of all events. We reserve the right for each customer the opportunity to use any area of the complex for wedding/reception photography sessions. All times for utilization of different areas at The Lumen House will be coordinated with the schedule of each venue's customer. We also reserve the right to use any photographs or other media reproductions of an event in our publicity and advertising materials.

DECORATIONS POLICIES



PLEASE NOTE:

All decorations must be approved in advance of your event by The Lumen House.

SIGNAGE:

You may post your group's sign or hang balloons at the front entrance, but please do NOT attach anything to, or cover up, our entrance sign. No signs are permitted to be nailed or screwed into trees.

ADHESIVE:

The only adhesive material allowed on the walls is drafting tape which will not damage surfaces. No masking tape, command strips, duct tape, electrical tape, transparent tape, or double-stick tape is allowed. All other decorations must be freestanding. Nails and staples are not permitted at any location.

CANDLES:

Candles must be in a contained vessel at all times. No open flames are permitted for any reason – including cooking.

FAREWELL TOSS:

The use of birdseed is permitted outdoors only for wedding and reception farewells. Rice, confetti, fake flower petals, balloons, glitter, fog machines, pyrotechnics, fireworks, and blowing bubbles are not permitted inside or outside the facilities. Sparklers may be permitted on a case-by-case basis and require advanced approval.

TABLES AND CHAIRS:

The Lumen House is providing tables and chairs as part of our rental package unless noted otherwise. These include 60-inch diameter round tables (seats 8) and 96x30-inch rectangular tables (seats 10). We offer seating for up to 300 people.



LOGISTICS POLICIES



LOGISTICAL PLANS:

The Lumen House planning team must review and approve all proposed logistical plans for the use of the premises a minimum of thirty (30) days prior to an event.

CHILDREN/MINORS:

Minors under the age of 16 are your complete responsibility and must be supervised at all times. Please know where your children are at all times and make certain that they clearly understand the rules. Minors are not permitted near the pond.

CONTACT PERSON:

You must designate one individual as your Contact Person. This must not be someone heavily involved in the activities of the day, as they will be too busy to effectively communicate with our on-site coordinator should problems, concerns, or questions arise. When questions arise, do not designate any member of your bridal party, photographer, caterer, florist, or musician as your liaison.

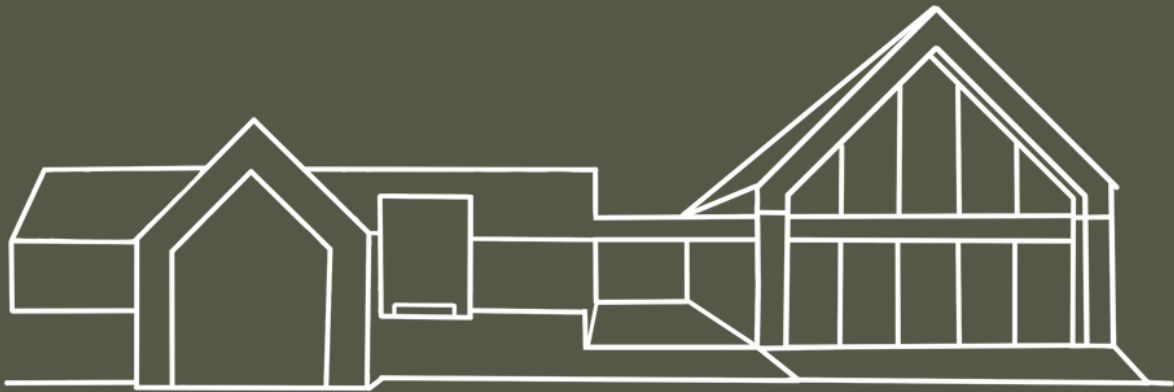
COMMUNICATION:

The majority of our communication with you will be by email from hello@thelumenhouseevents.com. Our work hours are Monday-Friday 9:00 AM - 4:00 PM ET. Generally, we will respond to emails within 24 business hours. Once your wedding is 60 days out, our goal is to reply to you within 2 hours. Communicating via email allows us to properly document and file your information. No changes will be accepted by phone. If you email us outside of our stated business hours, you will receive an automated email. that may help answer your questions, but we will reply when we are back in the office. Customer agrees to refrain from sending direct messages about their specific event requests via Instagram, Facebook, and other social platforms.

COURTESY PROTOCOL:

The Lumen House reserves the right to request any person or group of people acting unruly and contrary to rental regulations to leave the premises. Assistance from law enforcement agencies may be required if this request is not met immediately.





THE LUMEN HOUSE

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