

Frequently Asked Questions

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Pre-Venue Tour

Do we have to have an appointment to visit the property?

Yes, the property is available by appointment only, and we do not show the venue during a wedding stay.

Do you offer venue tours 7 days a week?

We conduct site tours when the venue is not occupied, in low season, likely 7 days a week. During peak season we likely are available between Sunday's at 2pm through Friday's at 10am.

Do you offer wine tastings?

No, we are a Vineyard, not a winery and do not offer wine tastings.

Do you have an indoor and outdoor reception space?

Our event pavilion is fully covered; however, one side has retractable windows to create an open-air pavilion.

How many guests can you accommodate?

For accommodations, 12. For wedding ceremony and receptions, 250.

Can we bring in our own caterer and alcoholic beverages?

Yes, you can book a licensed caterer even if they are not listed on our vendor list or haven't done a wedding here before. All vendors must sign a Vendor Contract Form, which is located on the "Forms" tab on the [hidden website](#). Yes, you can provide your own alcoholic beverages with a certified bartender serving the alcohol.

What wedding services do you provide?

Please email us at info@thevineyardsatbettyscreek.com for our packages. As the venue, generally we provide tables, chairs, accommodations, event set up and tear down of our items, golf cart, parking and restroom attendants.

When does an event have to end at The Vineyards at Betty's Creek?

Wedding Receptions must conclude at 11pm, Rehearsal Dinners must conclude by 10pm.

Do I have to get a special permit for serving liquor at our event?

If you plan on serving liquor, a [Special Occasions Liquor Permit](#) is required. Full NC alcohol laws are available from the NC ABC at <http://abc.nc.gov>.

Is there a weather back up for the ceremony?

Yes, we have a covered veranda overlooking the Blue Ridge Parkway that can be used as your rain back up option.

Do you have a place for the bridesmaids and bride to get ready prior to the wedding?

Yes, our bridal parties typically get ready in the Honeymoon Suite, unless your bridal party is more than 7, then we recommend using The Lodge for more space!

Do you have a space for the groomsmen and groom to get ready prior to the wedding?

Yes, The Groomsmen Barn.

Do you require or provide an event coordinator for our wedding?

Yes, we require a minimum of 12 hours of event coordinator coverage.

Am I required to get event insurance?

You are required to provide event insurance (www.wedsafe.com) and, if serving alcohol, host liquor liability insurance covering the entire event day and on property overnight stay (approximately \$250).

Where do guests typically stay when a wedding is at your venue?

Between the 4 rental homes located on Betty's Creek Road and the numerous hotels in downtown Dillsboro, you will find ample accommodations for your guests. Please refer to the Outside Accommodations document located under "[Helpful Information](#)" on our wedding website.

Venue Tour

How much time should we allot for a full tour?

Please allow 1.5 hours for the tour. As well, often tours are booked back-to-back. Please keep in mind that there is likely a tour booked approximately 1.5 hours after your tour.

Who should come on the tour?

Anyone who has a say in making a decision in booking the wedding venue. If you choose to bring more than 7 people, please alert the Venue Manager.

Is there a maximum number of times we can tour the property prior to our wedding?

On average, guests will visit the venue 2 – 3 times prior to their wedding for the initial venue tour and planning meeting. There is not a maximum number of times you can visit the property; however, if you're are wanting to just share the property with a friend or family member, you can arrange a self-tour of the property with the venue manager.

What should we wear to the venue tour?

Please note that the tour is mostly outside, and temperatures can be very cold much of the year. Please bring an umbrella if you wish to stay dry during rainy weather, and winter gear if temperatures are under 50 degrees.

Are there any places you recommend to eat or visit after the tour?

I always recommend visiting downtown Dillsboro and Sylva! Check out the accommodations, and our local Brewery, Innovations Brewery.

Booking Your Wedding

What do you need for a contract?

We will send you a contract form, please fill that out and return for a contract.

How much is the deposit, when is it due and what's the payment schedule?

The deposit is approximately 1/3 of your venue price. The second payment of approximately 1/3 is due 6 months after the contract date, and the remaining balance is due 60 days prior to your arrival.

When do I have to return the contract by?

The contract has a 10-day term.

Where do I mail payment?**MAIL PAYMENT TO:**

The Vineyards at Betty's Creek

c/o Don Johnson

487 Cheery Street, 3rd Floor, Suite 300

Macon GA 31201

We highly recommend sending payment with tracking information. Once your payment is mailed, please send the tracking or expected delivery day!

We are happy to accept credit cards, we add the 3.75% charge from square to your payment. If you would like to pay with a credit card I can provide you with a credit card form for the transaction.

What should I do after booking my venue?

We highly recommend to get started on booking your other vendors next, starting with your wedding coordinator.

Planning Your Wedding

When should we return for a planning meeting?

I recommend booking your planning meeting approximately 60 days prior to your wedding, but no closer than 30 days prior to your wedding.

Who should attend the planning meeting?

Your wedding planner is your primary event manager. The Venue Manager will attend the meeting relating to set up and accommodations.

What time should I start my ceremony?

Typically wedding ceremonies are booked based on the length of sunlight during the year. Please consult your photographer and wedding planner for their opinion. My rule of thumb is below:

4:00 pm: November 15th – March 1st

4:30 pm: October 1st - November 15th and March 1st – April 15th

5:00 pm: August 1st – October 1st and April 15th – June 1st

5:30 pm: June, July

Should I hire transportation?

If you are serving alcohol, and think your specific wedding group would like to relax and enjoy the open bar, we highly recommend transportation.

When do I need to turn in a rooming list of guests staying on property?

30 days prior to your arrival.

What tables and chairs do you have?

Please visit our "Inventory" listed on our hidden website www.thevineyardsatbettyscreek.com/rental-information

Do you have sample layouts I can look at?

Yes, examples are on the hidden website.

Do you have a blank diagram I can use with my planner?

Yes, please visit www.allseated.com and create an account. You can add The Vineyards at Betty's Creek as your venue, and our blank diagrams are loaded for your convenience!

What do you have in the catering kitchen?

Please visit the hidden website for a PDF of Kitchen Inventories.

Rehearsal Dinner

Do you require a planner for rehearsal dinner?

No, we do not require one; however, we do not provide one either. The Venue Manager will collect event information from the client and create a layout.

What time should our rehearsal start? What time should rehearsal dinner start?

I recommend rehearsal dinner starting 1 hour after the walk-through rehearsal is booked. I recommend booking the rehearsal at the same time as the ceremony.

Do you spray for bugs?

We do not spray for the walk-through rehearsal, but we do spray for all events and the wedding ceremony. Bugs are not too much of a nuisance and we do provide bug spray in our golf carts.

Do you provide heaters?

We provide heaters in all our indoor locations. We provide the post heads (cannot be moved from event to event), but not the propane. Fuel is \$20 per heater.

Do you provide golf cart shuttling from The Lodge to the ceremony location for rehearsal?

Yes, we do!

Do you provide parking attendants for rehearsal?

We provide one staff person to assist with golf carting and parking attending, as well as the Venue Manager.

Do you have ice?

We have a commercial ice maker in the pavilion.

Do you provide trash cans/liners and someone to take the rehearsal dinner trash?

Yes, we provide both.

Where is the rain back up for rehearsal dinner?

Rain back up for the dinner portion of rehearsal dinner is the pavilion bump out (or you can tent the Lodge Terrace). And the after-rehearsal dinner social upstairs at The Lodge. We do not set up rehearsal dinner in the Main Room (2nd Floor) at The Lodge.

Can we have café lights on The Lodge Terrace?

Yes! We made poles and with prior coordination, can have our light poles, a ladder and power should you wish to hang café lights over the terrace. You can also arrange this to the rental company. The Vineyards at Betty's Creek does not provide assistance in hanging the café lights.

Do we have to have a bartender for rehearsal dinner as well?

Yes, we require a bartender at all events serving alcohol.

When will rehearsal dinner be set up?

Tables and chairs will be set 4 hours prior to your event, based on weather.

What time does Rehearsal Dinner have to end?

Rehearsal Dinners must conclude at 10PM.

Can we go to Betty's Cellar after rehearsal dinner and enjoy the outdoor fire? (mention golf cart)

Yes! Please arrange with the venue manager to light the fire and set up “camp fire seating” prior to your arrival. Please note, the venue staff is not able to shuttle guests back and forth from the campfire. We encourage guests to drive or walk.

Can have our catering rentals for the wedding and rehearsal dinner on the same order through our rental company? Are there any special instructions?

Of course! And Yes, there are special instructions. Please arrange to have the rehearsal dinner items dropped off at your rehearsal dinner location.

When and where should we drop off rehearsal dinner items (décor, alcohol ect)?

I recommend dropping those items off at The Lodge as early as 72 hours prior to the event. Please arrange with the venue manager.

Do you have keg coolers rehearsal dinner?

We do not provide keg coolers or taps. Coolers can be arranged with a rental company.

Do you recommend Kegs for rehearsal dinner? How do we keep Kegs Cool? Who moves the kegs from the pavilion to Lodge Terrace for rehearsal dinner, and who moves it back if we want to use the left-over beer for the wedding?

We do not provide keg coolers, nor do we allow kegs in our trash cans. A keg cooler must be rented through a rental company or provided by the client. The Client is responsible for arranging of the moving of the kegs, The Vineyards at Betty’s Creek Staff does not move Kegs.

Do you provide linens?

We do provide linens for the rehearsal dinner only. White floor linens and cream toppers.

Where should we put the buffet?

I recommend putting the buffet on a 12 foot by 3-foot table in the lodge. The Vineyards at Betty’s Creek can provide the buffet table and black buffet linens.

What time should the caterer and bartenders arrive? Does my caterer have to sign a catering agreement?

The caterer and bartenders need to be totally set and ready to serve no later than 30 minutes prior to the rehearsal dinner start time.

Does the Lodge Terrace have build in speakers for music?

Yes, any devise with an auxiliary port can be used.

Does the Lodge Terrace have a built-in bar?

Yes, The Lodge Terrace has a rolling bar.

Do you have a microphone for speeches? Do I need one?

For parties of less than 50, a microphone isn’t needed. If you would like to rent a microphone, one can be arranged through the venue manager for \$50.

Do you have a TV for a DVD slide show? What do I need to provide? Do you offer IT support?

You can hook a laptop into the 84" TV at The Lodge. You need to provide the laptop, HDMI cord and DVD. The Venue Manager will show the client where to connect the laptop, but does not provide technical support.

Wedding Set Up

When can we drop off items for our wedding?

You can arrange to drop items off at The Venue as far out as after 2pm the Sunday prior to your wedding, if the venue is not booked for a midweek event. Please confirm with the venue manager 30 days prior.

When will the wedding ceremony be set up?

Weather dependent, the ceremony will be set up no later than 2 hours prior to your ceremony start time.

Will there be chairs set up for my walk-through rehearsal?

We set up 4 chairs (2 on the left, 2 on the right) to note where the aisle and first row will be.

When will the wedding reception be set up?

We aim to have the reception set up 24 hours before your event, but if items are being used at rehearsal dinner, we may not have reception totally set until 9am on your wedding day.

When can I have my catering rentals delivered?

We are happy to have the rentals delivered before your arrival. Normally, rentals are delivered on Thursday or Friday and picked up on Monday.

Do you spray for bugs?

We spray for bugs for all events, but not for walk through rehearsal.

When do we have to make the rain back up call for the ceremony or cocktail hour?

We need to make the rain plan call by 10am on the day of your event.

When do you need my final table chart for seating assignments?

Please provide this 24 hours prior to your wedding.

Where should I drop off my alcohol? Can I do this before I check in?

Please drop your alcohol off at The Pavilion Kitchen. Yes, you can drop off earlier in the week with approval from the venue manager.

When should we have our kegs delivered? Do you have Keg Coolers?

We are happy to receive your kegs prior to your arrival. We do not provide keg coolers and do not permit kegs in our trash cans.

We would like to use the left-over beer from the kegs used the night before, how do I get those from rehearsal dinner to the pavilion?

Of course! But, please note, The Vineyards at Betty's Creek Staff does not move or handle kegs or alcohol under any circumstance. Please arrange the kegs and alcohol being moved by your bartenders or bridal party. Please note, a keg has to sit in one place a minimum of 3 hours before being tapped.

How early on Friday, Saturday or Sunday do we have access to The Pavilion?

As early as you like! The rolling doors do not lock!

Can we mail items to the venue directly?

Yes, please mail to the Venue Manager: Tracy Masterson 307 Pomme de Terre, Sylva NC 28779

Wholesale Flowers can arrive on Wednesday only and we don't check in until Thursday or Friday, can the venue manager receive them?

Yes, please mail to the Venue Manager: Tracy Masterson 307 Pomme de Terre, Sylva NC 28779. Once received, I will place them in the wine room and set the wine room temperature to 55.

When do you drop linens for the wedding?

Typically, if the tables are set, during the rehearsal dinner the night prior to your wedding.

Who sets out and collects the place settings and my personal décor items?

Your caterers are responsible for your rental items including your place settings, and your wedding planner is responsible for your personal décor items, like your guestbook and favors.

I would like one of the portable wedding arbors, do you move it for us?

Yes, please make arrangements prior to your arrival.

Guest Stay/Lodging

How many bedrooms do you have at The Lodge, Honeymoon Suite at Groomsmen Barn?

The Lodge has 5 bedrooms, 3 king rooms and 2 rooms with two twin beds.

The Honeymoon Suite has 1 king bed.

The Groomsmen Barn does not have overnight accommodations.

What do you provide for guest amenities?

We provide the basic amenities, towels, paper goods, shampoo, conditioner, lotion and body soap.

How many guests can sleep at The Lodge?

Up to 16.

Do you have air mattresses?

We have 1 air mattress on site.

I would like to provide my own air mattresses; do you have pillows and blankets?

We do, please alert the Venue Manager to pull the linens for you prior to your arrival.

Do you have an iron/ironing board and steamer?

We have an Iron and Ironing Board at The Lodge, Groomsbarn and Honeymoon Suite. We have 1 handheld steamer upon request.

Do you provide hair dryers?

We do not provide hair dryers.

I have different guests staying in the honeymoon suite on Friday night, will you clean the honeymoon suite on Saturday night?

Yes, with advance coordination with the Venue Manager.

Do you offer any housekeeping services for The Lodge?

We do check trash daily at The Lodge.

If I have different guests staying at The Lodge over the weekend, do you offer any housekeeping services for this? Is it an additional cost?

We do not remake the bedrooms at The Lodge. Should you wish to arrange housekeeping service to clean a guest room, the fee is \$125.

Can I move furniture at The Lodge?

No. Under no circumstance can you move furniture at The Lodge, especially and specifically on the 2nd and 3rd floor. Venue Staff is happy to do this for you.

When can get access to The Grooms Barn?

You have access to the Grooms Barn the entire duration of your stay.

When should we stock the Groomsmen Barn with their food and beverage?

Please stock this the day prior to your wedding. The Vineyards at Betty's Creek Staff does not have the time to be shuttling your arriving guests and collecting food and beverage items for the Groomsmen. This has been a huge opportunity in the past, which can be easily prevented with preplanning and arrangements.

I have a lot of guests staying at The Lodge, where should they park?

We allow up to 5 cars to be parked at The Lodge. All additional vehicles need to be parked at The Pavilion Parking Lot. Please note, on the wedding day, all vehicles from bridal party and guests staying at The Lodge will be moved to the vendor parking lot to allow space for guests arriving for the ceremony. Venue staff will approach guests, and follow them to the vendor parking area and shuttle them back up with a golf cart.

Can we use the golf carts?

No, under no circumstance can guests use our golf carts.

Can we smoke at The Lodge?

Strick non-smoking inside any of our building. Sand receptacles are located on the Lodge Terrace and guests can enjoy smoking out there only of the lodge doors and windows are closed.

What does the kitchen include?

Please visit our [hidden website](#) for a document of kitchen inventories.

When the orchard and vineyards at fruiting, can we pick the fruit?

Yes, but please only take what you'll be consuming onsite and keep future guests in mind!

Should I alert the venue if I see wildlife on property?

Yes, please alert the venue manager if you see any threatening wildlife on-site.

Wedding Reception

How early can my vendors get there on Saturday?

Vendors can arrive as early as they like. Please note their arrival time on your wedding agenda.

How late can my vendors stay on the wedding night for load out?

We politely ask load out is completed no later than mid-night. If additional time is needed, please arrange with the venue manager.

Can I have candlesticks or taper candles?

With the venue being open air, it is not ideal for candlesticks. Should the Venue Manger approve candlesticks, the vessel must catch all dripped wax. Please note, guests have knocked over candlesticks before, spilling candle wax on the table creating \$1000 worth of damages. We need to resurface all our farm wood tables if one table is damaged.

Can we use sparklers? What size sparkler should we purchase?

Yes, you can use sparklers and the venue staff can assist with lighting them. THE VENUE DOES NOT ALLOW SPARKLERS LONGER THAN 16 INCHES.

As well, please note the venue staff does provide buckets for guests to put their sparklers in, and announces to all guests to place them in the sand buckets, BUT every weekend guests decided to toss their sparkler on the ground or in the bushes. Please note that you are required to walk through the grand exit area the next morning to collect any sparklers from the night before.

Can we use sparklers inside or under the overhang if it's raining?

In the event of rain, you cannot light sparklers in the pavilion or the bump out.

Can we have paper lanterns, fireworks or bring a firepit for a bon fire?

No, you cannot have paper lanterns, fireworks, bon fires or firepits. You can use the chimney at Betty's Cellar.

Can we use the golf carts as a getaway vehicle?

Yes, and we will happily provide a driver.

Can we decorate the golf cart?

Yes, and we can assist with decorating it as well. However, should you decorate the Golf Cart, please return to the cart on your check out day and collect all decorations.

Do you provide a restroom attendant?

Yes, we provide a restroom attendant.

Can we use paint pens on the Chalkboard?

NO. ONLY REAL CHAULK CAN BE USED ON THE CHAULKBOARD. Should you or whoever you designated to decorate the chalkboard, you will be penalized \$50 for the cost of chalkboard paint and labor to repaint the chalkboard. The Vineyards at Betty's Creek may have left over chalk, but we highly recommend you providing your own. We try to catch and prevent your guests from using paint pens, but it is often done behind our back and unable to catch it.

We would like to repurpose flowers from the ceremony to the reception, who moves them?

Please arrange this with your florist or wedding planner to move the flowers. Please note, that the venue staff will be busy transporting guests and bridal party

Can we take left over alcohol with us at the end of the night to an after party?

No, unfortunately, that cannot be done. All alcohol at the venue must be locked up at the end of the event, per liquor laws.

How late do the golf carts run if we want to do a late-night campfire at Betty's Cellar?

We provide golf cart shuttling the night of your event until 12am.

We would like to have the campfire at Betty's Cellar, who lights the fire? Do you provide wood?

Please note this on your wedding agenda. The venue staff will light the fire and provide the firewood.

How many Vineyards at Betty's Creek Staff do you have on our wedding day? Should we provide them a vendor meal?

We have a total of 4 venue staff who work 12-16 hours shifts and greatly appreciate a vendor meal. Because vendor meals are typically provided to the venue staff, please alert the Venue Manager should you not elect to provide one.

Is your staff normally tipped?

The staff always is grateful and gracious for a thank you. In the past the staff has been "tipped" anywhere between \$5 and \$20 per staff, at the clients discretion.

Check out

When do we gather our items the day after our wedding?

Anytime you like on Sunday!

A guest thinks they left something at the wedding reception, where do you keep lost and found items?

If we find something in the pavilion during breakdown, we will place those items at The Lodge in the kitchenette on the 2nd floor.

What should we do with food, beverage or décor items we don't want to take back with when we depart?

Please check with the venue manager, some items you wish to leave may be appreciated by staff or future guests.

If we hung café lights on the Lodge Terrace, do we have to take them down, or can you?

The café lights are taken down by the client.

Is check out time firm?

Not normally! Please check with the venue manager!

Is there a check out list for the facilities?

Yes, and you are required to complete it upon check out.

I think I left something, can you mail it to me?

You can arrange for a UPS or Fed Ed Pick up to the Venue Manager's office.

My florist would like to come back on another day to breakdown, is that ok?

Mostly, it's completely fine! Please have them confirm with the venue manager in the event we have a small event booked following your stay.

Some of my guests left their car at The Pavilion overnight, can they come back on Sunday to pick it up?

We highly encourage this!

