



FREQUENTLY ASKED RENTAL QUESTIONS

Who do I call if there is a problem with my rental?

You should call the Parks & Recreation **on-call phone number at 317-595-3138**. If you need to cancel or change your reservation at the time of your reservation, and it is outside of Saxony Hall's office hours, or a holiday, please call the above number also.

If I want to cancel my reservation, can I get a refund?

You must contact the Saxony Hall Events Coordinator at 317-567-5073, no later than 48 BUSINESS hours before your reservation to cancel your rental. We require you to bring in all of your rental paperwork before your reservation date and reschedule the facility for a new date and time during that same fiscal year. Please keep in mind, this new date is subject to facility availability. If the renter cancels, the damage deposit will be refunded, however as stated on the facility permit, we do not allow refunds of any kind for the rental portion.

PLEASE NOTE: If you are cancelling/cannot make your reservation, please contact the Saxony Hall Events Coordinator at 317-567-5073, as we will need to ensure that the building does not remain unlocked and unattended during your reservation time. If the building is left unlocked during your reservation time and there are any issues as a result, you will forfeit your damage deposit as well.

Can I put a hold on my reservation date?

Saxony Hall cannot be held without payment. We operate on a first come, first served basis. A contact person must come to Saxony Hall during business hours to reserve the facility and pay in full at that time. Facility is subject to availability.

What hours can I rent Saxony Hall?

The building may be rented out any time from 6:00 a.m. to 10:00 p.m. depending on availability.

Am I allowed to bring in catered food?

Yes, you may have catered food for your rental. If you are catering a large event please consider having your caterer provide staffing to setup, monitor, and clean up the food stations. We have a list of Suggested Caterers that we can provide for you if requested.

Is alcohol allowed?

Alcohol may only be served by a licensed bartender, holding a license by the Indiana Alcoholic Beverage Commission (ABC). If hiring an independent bartender not associated with a catering company, the Renter must first secure a Temporary Beer/Wine Permit from the Indiana Alcohol and Tobacco Commission. A copy of this license must be presented to our office no later than 10 days prior to the Event. Alcohol may also be served by a licensed bartender employed/assigned by a catering service or licensed bar service. The Renter/server must provide Fishers Parks & Recreation (FP&R) with a copy of the company's server's ABC license at least 10 days prior to the Event. Any person who attends an Event that alcohol is served at must remain at the Facility during the Event, and may not wander to any other part of the property. Security may be required at the discretion of FP&R for events at which alcohol is served. The abuse of alcohol will not be tolerated.

If you are serving alcohol at your event, you will be required to provide liability insurance no less than 10 days before the event. Please ask if you have any questions regarding this process. You must notify our office at booking if you are considering to serve alcohol at your event.

How do I gain access to the building?

The doors are on programmable door locks that we program in our office. We program the doors to unlock at the start of your reservation time and lock at the end of your reservation time. There is no key or code to access the building.

Can I add additional hours onto my initial reservation?

Yes, you may add additional hours as long as they are still available. This must be done before the day of the event. You **MUST** bring your facility permit, receipt and paperwork in to be updated.

Do I need to keep my rental paperwork?

Yes, you will need to present this paperwork for any date or time modifications. You will also need to bring your paperwork with you the day of your rental, as this is your permit to use the facility during the designated date and time.

Can I arrive early to set-up and stay late to clean-up?

No, the time that you reserved does include your set-up and clean-up. Any additional time needed for this purpose must be arranged and paid for prior to your rental, and is allowed based on availability.

Am I responsible for my own set-up and clean-up?

Yes, this is the renter's responsibility which includes the set-up and clean-up of tables and chairs. **DO NOT** prop doors open. **Tables and chairs must be arranged in the same manner/area in which it was found (11 tables with 8 chairs around each).**

Can I decorate for my rental and tape decorations to the wall?

You are more than welcome to decorate for your event, however all balloons and decorations must be disposed of upon your departure. Prohibited items include any type of: confetti, bubbles, or glitter when decorating any area of the facility, indoor or outdoor. You may NOT tape, nail or alter the walls of the facility when decorating. All tables and chairs must remain in the building; no items shall be used outside or on the terrace.

How should I leave the facility after my rental?

All chairs in the main hall must be placed on top of the tables for cleaning. All extra tables and chairs should be organized and placed neatly in the storage area. Any decorations or signage used should also be discarded into trash receptacles. Please see provided checklist.

Are the restrooms for Saxony Hall rentals only?

Yes, the restrooms are for the exclusive access of Saxony Hall renters unless otherwise stated.

Can we use the outdoor fire pits and indoor fireplace?

Use of the indoor fireplace and outdoor fire pits shall depend on staffing availability and must be prearranged prior to your event. Facility staff solely shall be responsible for turning on all fire amenities during a Rental. Facility staff solely shall be responsible for turning off all fire amenities at the conclusion of a Rental. Due to daylight, temperatures, and increased foot traffic, from Memorial Day through Labor Day, outdoor fire pits may not be used until 7:00pm, and may not be used after 10:00pm. Staff reserves the right to alter available days and times as necessary. All fire amenities will be shut down 30 minutes prior to rental end time.

What cleaning supplies are provided for me?

A broom, dust pan, and mop is generally provided. However, any paper towels or any other cleaning supplies are the responsibility of the renter. Clorox Wipes work great for cleaning. You will need to bring extra liners (**56 gallon industrial/garden black trash bags**) to replace the trash bags that you use.

Can we use the beach and have our event at the Saxony Hall facility?

You may use the beach however, be aware that the beach is separate from your rental of the facility. Beach use is subject to designated beach season and hours. You will be required to follow the rules & regulations of the beach and sign the waiver with the staff on duty.

Can I smoke on the property?

No, Saxony Hall and Saxony Lake and Beach are Smoke Free Facilities. Smoking will never be tolerated in the building or anywhere on the facility grounds.

How do I get my damage deposit back?

Deposit checks will be shredded upon a favorable building inspection. If any damages occur, you will be notified. If you would like to pick up your deposit check following your reservation, you must notify the office at the time of booking.