



# DAY OF COORDINATOR (DoC)

**Important, vital & required reading for RENTERS, the renters chosen DAY OF COORDINATOR (DoC), MOMS, & basically anyone that wants to be making decisions & requests on the day of the event.**

- **This document is written directly to the person selected as “Day of Coordinator”, DoC, but should be read by all those who want to be in the loop to any extent (significantly involved) so they know the duties of this position, as well as why they need to work with the DoC.**
- **The DoC runs this event & is in charge:** The person signing the contract for this event, taking financial responsibility to pay for it, has selected **ONE PERSON** to be the contact point for Castle Park (CP, the venue) on the day of their event. This person is called the Day of Coordinator (DoC).
  - **This single-point-of-contact between the events DoC & CP is to avoid the confusion of multiple people making the same or different requests, with conflicting priorities or instructions. When things like that happen multiple people are left feeling frustrated, both CP staff & event attendees.**
- **DO NOT BE LATE, DO NOT LEAVE EARLY.** The DoC is to be in charge the entire time that set up & clean up are being done. If you can't be present & available during the rental time used please appoint someone else.
- **Rented hours, Time Restrictions:** Please remember that your invitees, vendors, etc, including those setting up for the event, are allowed to arrive only as early as your reserved time begins. Similarly, your party will need to remove any items you brought, such as food, garbage & decor, no later than the end of your reserved time. Overage fees may be applied if vendors/guests come early or stay late. If you feel that you will need extra time before or after your event, please talk with the contract signor, it is less expensive to reserve that time on the day prior to the event. If any outside vendor (not a Castle Park (CP) vendor), **other than the cake delivery**, comes in before your allotted time you can be billed for that extra time so **make sure to communicate this with your vendors.**
- **Catering & Kitchen use:** If you are not using Royal Catering (contracted through CP) you should probably read the entire “information for caterers” PDF provided & posted. Sometimes caterers don't read the instructions, so you will need to make sure that your caterers knows to read those. Important things are the following:
  - Buss the tables & bag the trash (into trash cart provided) at the end of the night.
  - The kitchen is not stocked for you; caterers will need to bring everything they need for serving the event
  - Fire code requires the burners be disabled & not used, but ovens & microwave are available.
  - The kitchen is not stocked with items for your use. If you are self-catering you will need to plan to bring all of your own dishes, serving utensils, knives etc.
- **Other important info & details is included on the caterers info sheet, you should read that.**
- The DoC will meet with the CP the on site person near the beginning of the rental time for basic introductions & instructions. That CP on-site person is available to answer your questions during your entire rental time. They will check on your party

approximately every 45 - 60 minutes. If you are in need of any assistance between these physical checks please call 801-899-9483 for assistance. **Do do not go to office for help;** it will likely frustrate you because we are unlikely to be there during events.

- If your event is doing food through CP/Royal Catering please talk to that catering staff while they are there. Please feel free to alert any staff you see if you need assistance & they can get you to the correct person to help you.
- The DoC is to be responsible for all event duties including but not limited to time line management,floral distribution, crisis management, sparkler exit, clean up & check out. Please coordinate with the bride/groom/renter for specific duties they would like you to perform; CP does not know the timeline or event details.
- If needed it is recommended that you personally visit the venue before the event & go over the floor plan with the bride/groom/renter so you are familiar with the layout & facility. This is especially important if the event is a DiY catering party. Do not schedule a tour or call to arrange a time to stop by. The building is open noon to 6 M-W & F, Sat
- **Audio & TV hookup:** Allow yourself time to check any AV equipment. We recommend that you call & arrange a time to check your audio &/or video on a day prior to your event. Just text us about when someone would like to come by. CP AV staff may not be available the day of the event to trouble shoot your problem so please plan accordingly. Staff/hostess will be available to help when needed & where they can.
- For audio there is an headphone plug available to plug in your device of choice. Feel free to bring a Bluetooth receiver if you'd like. Please remove the cases off your device if needed to seat the plug properly. You will use the volume control on your device to control the overall volume.
- A wireless microphone is present for your use. Sometimes it takes a few seconds to sync up when turned on so be patient.
- **Incidentals & Last Minute Changes:** Your party might forget a thing or two in all of the excitement & stress. That's OK. Last minute rental items can be added at the time of the event (i.e. extra tables or linens, easels, etc.) as long as they are available. Such items will be added to your bill, the CC on file charges, invoice updated & emailed to you. Keep in mind that there may be a 20% last minute fee for any items added the day of the event. Those items include but are not limited to tables, chairs, backdrops, linens etc.
- The events chosen linens & rental items are pulled & prepped 1-3 weeks prior to your event. Any changes after that time will have an extra fee associated with that change.
- **Temperature: Please keep your entrance doors closed & not propped open on hot days.** On hot days assign one of the groomsmen or bridesmaids as needed to attend the door(s). People propping doors will increase the room temperature very quickly. Keep in mind that large parties (150+), heated food prep, and/or the large amount of lighting create extra heat in the summer months. On hot days this can raise the temperature beyond what our air conditioning can keep up with if the door(s) aren't kept shut as much as possible.
  - On cool/cold days if the room temp gets hot (catering, dancing, numerous guests, etc.) feel free to open doors &/or windows.
  - If you would like the thermostat adjusted feel free to do so. In the Lower ballroom the thermostat is on the wall behind where the backdrop is normally hung.
  - If you believe there is a mechanical problem (AC is broken, etc.) please **notify us immediately** so we can assess for any mechanical malfunctions and/or adjust the temperature for you.
  - Large fans can be requested for the indoor ballrooms to assist in guest comfort.
- **Wedding Cake:** If your party is getting their cake through CP, we will provide a cake stand, cake cutting set, basic plates, forks & napkins. We do not cut/serve the cake unless those services have been added on.
  - **If you bring your own cake**, rental of cake stand, cutting supplies, plates etc., can be arranged/paid for.
  - **If you order a cake from CP but do not have our catering services** then your cake will include a cake stand, cake cutting set, plates, forks & napkins but **does not include cutting/service of the cake unless added.**
- **Exit Items:** Exit items (sparklers, bubbles or bells) that are provided by CP will usually be found next to the gift table near the entrance to the ballroom. **If you have sparklers for your event you will need to read the information listed below, it is for your safety.** If you do not skip to the next section.
  - **Using Sparklers Safely (please read the entire safety sheet provided, basics are listed here)**
  - Children under the age of 12 should not use sparklers without very close adult supervision. Show children how to hold sparklers away from their body at arm's length. Never let someone hold a child while using sparklers.
  - Always remain standing while using sparklers. Never hold, or light, more than one sparkler at a time.
  - Sparklers & bare feet can be a painful combination. Always wear shoes when using sparklers.
  - The sparkler stick will remain hot long after the flame has gone out. Gather spent sparklers into bucket.
  - Never hand a lighted sparkler to another person. Never throw sparklers. Lit sparklers should never be held in the close proximity of the clothing, body or face of another person. Never bring the burning sparkler in close contact with any other material, as it will leave scorch marks or possibly ignite the material.
  - Safety tips courtesy of the National Council on Fireworks Safety.
- Sparkler Lighting Instructions for a Successful Send-off:

- **DO NOT use matches** to light sparklers.
- Line the guest up in two rows, lining where the bride & groom are going to walk. Pass out one sparkler to each person, DO NOT have more than one sparkler in hand at a time.
- The best way to light multiple sparklers in a short amount of time is to light one sparkler with the lighter & then use that sparkler to light other sparklers as you move down the line. Sparklers lit by other sparklers will light almost instantly.
- Light sparklers always on the tip, furthest away from the wire handle.
- Gather used sparklers & dispose of them in the bucket of rice provided.
- **Do not light in a bunch or holding them together, they will blow up.**
- **Do not light inside the building or over carpet/mats.**
- Use at your own risk. **CP is not liable for any injury related to your sparkler use.**
- **Clean-Up:** You are responsible to make sure all personal items are taken out once the event is finished. You are also responsible to make sure all event generated trash is cleared at the end of the event. **Trash bags are located in each trash can under placed bag. All trash bags must be tied & placed in the gray trash trolleys provided.**
  - If you hired our Royal Catering services they will buss & remove all trash about 30 minutes after food service has ended.
  - If you hired an outside caterer you will need to check with them to make sure that is included in your contract & **provide them with the catering information sheet attached to the welcome email.** If your caterer is leaving before the event is over then you are responsible to make sure these items are completed.
  - If you are self catering then you are responsible for those duties. Specific instructions for the bussing & trash removal are in the "catering information sheet" & also posted in the kitchen & attached to the welcome email. Cleaning charges will be assessed for excessive mess (above & beyond "normal") left in any of the spaces or outside.
  - After the event is over please check the outside area next to your space(s) for any trash or generated by the exit items used; this is the day of coordinators responsibility not the caterers.
  - There are a few things that can generate a cleaning charge. It is your responsibility to be aware & avoid these mistakes so that the wedding party does not get extra cleaning fees.
  - **Getaway car:** It is OK to decorate the bride & grooms getaway car but keep in mind that items like silly string, Oreos, bananas, & personal items can be very messy. You are responsible to clean up any mess that is made from decoration or left on the ground. An extra charge of \$50 may be assessed if these items are found in the parking lot.
  - **Use of small items like rice, rose petals (unless given prior permission), confetti, poppers, silly string & glitter inside or out** will generate an extra cleaning charge depending on the amount of time it takes to clean up those items.
  - If you choose to use real candles for your event please blow out the candles early so that the wax will harden before transport. Using candles or open flame of any kind runs the risk of damaging the tablecloths & you will be charged for replacement of any burned or ruined tablecloths.
- **Rental Items & Checkout:** At the conclusion of the event you will leave all CP items where they were & as you found them. **Please do NOT remove/move tablecloths, chair sashes, runners, center pieces or other items,** our staff will come in & do that for you.
  - **If you have rented any additional items through CP, make sure that they are left at CP at the end of your event** or the renter will be charged for replacement. If you find that you have accidentally taken a CP rental item home with you, notify us by text & return it as soon as possible to avoid the replacement cost.
- **Ceremony Package Option**
  - **Rehearsal:** The ceremony package gives a 90 minute basic rehearsal time during normal office hours. No CP staff will be attending the rehearsal, unless that has been added on, but we should be available during office hours by calling 801-899-9483 (unless otherwise occupied). You, as DoC, will be responsible for directing the ceremony & making sure that the ceremony runs smoothly. This includes, but is not limited to, showing the wedding party what to do & how to do it, setting up & running the music & directing guests. **Please let the bride & groom know asap if you are unable to fulfill this duty.**
  - **Day of Ceremony:** If you have a "same space ceremony" then CP staff will arrive 30 minutes after your scheduled ceremony start time to do the change over. If you are running late or early you need to call & alert our staff as soon as possible so changes be arranged (if possible). If you are more than 15 minutes late for your scheduled change over time & staffing changes were not arranged you may incur an extra service charge.