



## **550 Trakside Policies and Procedures**

**Reserving** – 550 Trakside will be happy to hold a date for you for up to 2 weeks. If we have not heard from you, the hold will be released and made available to any other client who wishes to sign a contract for that particular date.

**Billing** – We require a 50% non-refundable event deposit at contract signing. This deposit will be applied to your final balance. The remaining balance is due no later than 1 week prior to the event which is non-refundable. All beverages and rental prices are subject to a 6% Gwinnett tax.

**Payment Options** – We accept cash, personal check, MasterCard, Visa and American Express. A 3% administrative convenience fee will be charged on all credit cards transactions.

**Event Cancellation** – In the unfortunate circumstances you must cancel your event, 100% of the event fees paid is nonrefundable.

**Guest Count** – A final guest count must be provided 1 week in advance of your event. It is the client's responsibility to provide accurate guest counts to 550 Trakside staff. If we do not receive a call, the number of guests indicated at contract signing will be used. It is the client's responsibility to report final guest counts to their caterer.

**Building Walk Through** - All parties renting 550 Trakside, should do a floor plan 6-8 weeks prior to your event.

**Wedding Rehearsals** - As a courtesy, wedding rehearsals will be scheduled based on calendar availability at no additional charge. Client will be provided with up to three options for wedding rehearsals at the discretion of 550 Trakside. 550 Trakside reserves the right to reschedule rehearsals based on the needs of other events.

**Party Decorations** – 550 Trakside does not permit the use of balloons, tape, stickers, silly string or confetti anywhere on the property. Nails are prohibited and fog/smoke machines are not allowed. Any item that you are considering using, passing out or including in a gift or party favors must be approved in advance by 550 management.

**Signage** - The use of nails, tape, glue or staples to affix any décor to any signage or to any building walls or structures is prohibited. If any of these are used, damage charges will be assessed. No handwritten signs are allowed at any time. Easels or table signs are recommended.

**Fire Alarm System** – Foreign substances, besides heat or smoke, can activate the fire alarm system in the facility. Events with programs that could use equipment such as fog machines, lasers and special effect machines must be approved by the 550 Trakside management staff at least 4 weeks prior to the event. No Fireworks are permitted in this facility.

**Deliveries** – 550 Trakside will accept all shipments required for scheduled meetings/programs up to two days before an event. 550 Trakside management must be notified of all deliveries. All deliveries must be labeled with the name of the event, date of event and on site contact name. Deliveries should be scheduled to arrive during normal business hours, Monday – Friday. 550 will not ship back any client materials as a service.

**Liability Insurance** – A 24 hour **\$1 million Event Liability Insurance is required**. This can be purchased through your homeowners insurance or from the following recommended providers:

National Alliance of Special Event Planners Inc. (818)980-1413

Private Event Insurance (WedSafe) (877) 723-3933

Tycho Insurance (877) 701-2468

The Event Helper Inc. (775) 573-8368

CSI Special Event Insurance (800) 204-1523

All performers, DJ's, entertainment or other service providers are required to provide proof of liability insurance for \$1Million to 550 Trakside.

All caterers are required to provide proof of liability insurance and their business license.

**Animals** – With the exception of service animals, no animals are permitted at 550 Trakside.

**Parking** - Parking is available on site at 550 Trackside. Additional parking across the street will also be available.

**Alcohol** - All Alcoholic beverages must be purchased through 550 Trackside! Donated or privately-purchased alcohol from a retail store is prohibited! Alcohol can ONLY BE CONSUMED at the start of the reception.  
PLEASE NOTE: No person under the legal drinking age of 21 will be permitted to purchase/consume alcohol.

**Security** – One security guard is required for any event for which alcohol is served, up to 150 guests. Additional security is mandatory for more than 150 guests. See security rate chart.

**Event Hours** – No event can start before 7:00 AM without written management approval. All events must end no later than 11pm. This means all tear down must be completed by midnight.

**Additional Hours** - For every hour after the allotted 4 hour reception time, an additional charge will be implemented. Must be approved by 550 Trackside. Ask for more details. After Midnight, advance written permission is required from the City of Lawrenceville.

**Office Hours** - Monday – Friday 10:00 – 4:00 PM. Evenings and Saturday by appointment only.



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