

M7 Event Solutions at Claxton Farm

Frequently Asked Questions

Facility

- **Who owns Claxton Farm?** Claxton Farm is a privately owned farm; Porter and Martha Ann Claxton with their five children moved here in 1976.
- **How long do I have use of the facility?** Typically, we divide the day into two time slots (9am-2pm and 5pm-10pm) for wedding ceremonies and receptions. Four-hour time slots are available for reception only events, corporate events, rehearsal dinners, and other special events. Your event may go later into the evening with a \$500 per hour venue charge.
- **What is included with the facility rental?** The use of our event venue with vaulted ceilings, a grand stone fireplace and covered terrace. On site parking, full service restroom facilities, house linens, fifteen 60" round tables, 100 natural wooden padded folding chairs, buffet service tables, bar service tables, and 360 degrees of unobstructed mountain views. Wedding Ceremony and Reception includes our Bridal Bower for changing. Set up and take down is also included.
- **Can I visit Claxton Farm without an appointment?** Since Claxton Farm is a private farm, we request that you have an appointment for a tour of the farm and its facilities. Any meetings with vendors involved with the event must be prearranged with your Event Specialist.
- **Are dogs allowed at the events?** Yes, dogs must be on a leash. It will be necessary for you to have someone in your group assigned to "doggie duty" to ensure clean up after your pet. Also, the Bridal Bower may be used for keeping your dog but they must be in a crate if so.
- **Are guests allowed to swim in the pond?** No, swimming is not permitted.
- **Is overnight camping allowed?** No, but Claxton Farm has a list of campsites for your adventurous guests.
- **What hotels accommodate nearby?** The nearest hotel to Claxton Farm is Fairfield Inn and Suites on Weaver Boulevard, which is a less than 10-minute drive from the venue. There are plenty of accommodations convenient to Claxton Farm. Please ask about our Lodging List for more information about cabin rentals, Air Bnb's, VRBO's, B&B's and more! Another great source of information about accommodations in Asheville can be found on www.exploreasheville.com.
- **Can cars be left overnight?** Generally, cars cannot be left overnight since it is a private farm and the main gate gets locked overnight. However, if you think transportation might be a problem for your guests, we can make arrangements for vehicles ranging from passenger vans to 55 passenger motor coaches. Uber and Lyft do come to Claxton Farm as well. If at the end of the event, it becomes necessary to leave a car onsite, arrangements must be made with the Event Manager on duty prior to vacating the property.
- **Do I need to purchase event insurance?** No, we are a fully insured event service.
- **Can Claxton Farm signs/venue décor be moved?** While the Claxton Farm signage and décor are fixture items, we invite groups to be as creative as they like with our facility. For the most part, we are very flexible with table arrangements, décor, etc. We do ask that groups also be responsible for cleanup of their decorations. Keep in mind that what you bring must leave with you at the end of the event, so remember to delegate!
- **Is the facility handicapped accessible?** Yes, your guests can be dropped off right at the event site! Parking for events is directly beside the event site with a slight incline. Handicap Parking is located right by the venue entrance with level concrete access.
- **How is parking handled?** There is plenty of parking available for up to around 150 cars.

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- **Is the parking area lit?** Yes.
- **Are there restrooms?** There are full-service restroom facilities inside the venue. Each restroom is handicapped accessible and also has baby changing stations.
- **Does the venue have A/C or Heat?** Yes, the venue is heated and cooled.
- **What is the backup plan for rain?** Although weather is out of everyone's control, we have several plans in place to ensure comfort no matter the weather. Based on guest counts, some of the backup plans bring about additional costs while others do not. Speak with your Event Specialist about the backup plan(s) for your specific event.
- **Is smoking allowed?** Smoking is not allowed inside the venue. Smoking areas are available outside.
- **Can I rehearse?** Yes, rehearsals are subject to site availability. There is a flat charge for onsite wedding rehearsals. This charge includes your assigned M7 Wedding Attendant(s) opening the property for a maximum of one hour. If an onsite rehearsal is not available for your desired timeframe, our Wedding Attendant can travel to your rehearsal for a fee based on the location. They have conducted rehearsals in hotel courtesy rooms, hotel ballrooms, city parks, back yards, restaurants, etc.
- **What are the sizes of the tables included with the venue?** 60" round tables are standard - which seat 6-8 people comfortably, with rental options for larger banquet tables, farm tables, and smaller "sweetheart" tables.
- **What is seating like?** The seating varies depending on how many guests will be attending. With large groups (120+), we often have a tent for dining on the lawn with the entertainment (Band/DJ), dancing, bar, and desserts inside the venue. The venue itself can be considered "open air" with the large roll up doors and windows, so guests are able to flow freely between the tent and the venue.

Rentals

- **Can I bring my own rentals?** A major perk of using M7 Event Solutions is that we are a full-service event planning organization, so we handle all of the details of rentals for you.
- **What items are available for rent?** Chairs, linens, tables of various sizes, china, flatware, glassware, dance floors, tents, lighting, A/V equipment, catering equipment, heaters, fans, lounge furniture, etc.
- **If I prefer not to rent china, what is the option?** We have eco-friendly disposable service-ware, cups, and utensils that are included with the menu price.
- **Are specialty colored/printed linens available?** Yes, speak with your Event Specialist about the linen options.
- **Am I charged for damaged rentals?** Generally, we do not pass on replacement charges to our clients. If replacement/damage charges are excessive, we reserve the right to collect the fees.
- **Am I required to have a tent?** No, tents are not required, but we might strongly suggest a tent depending on the size of your party. If your guest count reaches beyond 120, a tent is an excellent option for dining—then, the inside of the venue would become an area for your band/DJ and dancing, and also becomes an excellent weather back-up plan for ceremony.

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- **Do sidewalls come with a tent rental?** Sidewalls are an option but not a requirement. Sidewall pricing is based on the type of sidewall and the linear feet required for the size of your tent rental.
- **Do I need to rent separate ceremony and reception chairs?** No, our staff will move the chairs from the ceremony site to the reception area. We do reserve the right to request a separate rental of ceremony chairs on rare occasions where the details of the day necessitate that chairs be in place at ceremony and reception area at the same time.

Ceremony and Reception

- **Who sets up the ceremony chairs?** M7 Event Staff.
- **Does Claxton Farm supply the officiant?** No, but we have solid relationships with local officiants and can make suggestions. Ask to see our Vendor List for a few options the area has to offer.
- **What items are available in the Bridal Bower?** The Bridal Bower is heated and has A/C, lighting, some seating, dress hooks, seating, and mirrors.
- **What is the backup plan for rain?** Depending on your group size, guests should be comfortable inside the venue or on our side covered terrace right outside of the venue. For larger groups, we may discuss renting a tent to provide additional covered seating and an alternative ceremony site. In most cases we wait out the rain, the staff will dry the chairs, and we go on as planned!
- **Who is responsible for set up of tables and chairs?** M7 Event Staff will handle the setup of tables and chairs—décor is handled by a florist or the client.
- **Who is responsible for clean up of tables?** M7 Event Staff
- **Is there a guestbook table?** Yes, we work out the details of your needs and ask the right questions to ensure that any table needs are met.
- **Is there a cake table?** Yes, we include a 48" round table or picnic table—if you prefer another style table, this can be included in your rental order.
- **Do I need to provide cake cutting utensils?** No, we provide a basic set of utensils, or you are welcome to bring your own.
- **How can I display favors for guests?** You can be creative in your favor display; many choose to display their favors on a table or at each place setting.
- **What are the options for ceremony music?** We have many great contacts for bands and DJs ranging anywhere from bluegrass to classical jazz to Top 40s—tell us what band or music you envision, and we can either book for you from our House Music options or make great recommendations for you!
- **Who cuts the cake? Is there a fee?** M7 Event Staff will cut your cake with no additional fee.
- **What items cannot be used in the décor at Claxton Farm?** Any send off favors such as rice, confetti, bird seed, lavender, silly string, sky lanterns, etc. No helium balloons are allowed outside the building, and no open flames are permitted inside the venue. A \$500 clean up fee will come in to play if these rules are not followed. No tacking, nailing, gluing, or sticky items allowed on any area of the venue. Clients may not use ladders or do electrical work. We limit ladders and electrical items to professional vendors ONLY.

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- **Do I need to assign seating for dinner?** This is completely your decision—whatever correlates to the atmosphere you wish to create for your wedding day! If you decide to assign tables for your guests, your Event Specialist will guide you to the items we will need logistically from you.
- **When are florists, cake bakers, photographers, and the wedding party allowed on site?** Two hours before your defined event start time. You may extend that time as needed, but extra hourly staffing charges will apply.
- **What transportation options are available?** The inventory available to us includes 55 passenger motor coaches, and 44 passenger school buses. A possible convenience for you could be to “shuttle” your out of town guests to and from their hotel.
- **Can items be left overnight?** No, the property must be cleared by the end of your event time slot so our staff can clean and take down the necessary rental items.
- **Is there refrigeration available for flowers and cake?** No. There is limited refrigerator space available in general, which is usually consumed by our catering/bar service items.
- **Are babysitters available?** We can arrange for a babysitting service onsite or provide you with contact information to pass on to parents who may choose to make arrangements directly.
- **Do you provide referral information?** Yes, we have a Vendor List with photographers, videographers, florist, bakers, officiants, salons, wedding planners, and more!

Bar

- **Is security required?** Yes, security is required for all private events.
- **Is a Claxton Farm bartender required?** Yes—in compliance with NC State Law.
- **Do you check ID's?** Yes, as required by law. We do not support underage drinking and reserve the right to check identification as well as refuse service to anyone showing signs of extreme intoxication. We aim to keep you and your guests safe from harm, especially drinking and driving.
- **Are cash bars allowed?** No—the license under which we operate does not permit a cash bar.
- **Can I provide my own alcohol?** You can, although we have found it to be less stressful when clients allow us to provide the beer and wine for them. There are corkage fees associated with providing your own beer and wine. See your quote for details.
- **Can I provide my own liquor?** Yes. If you will provide liquor for your event, we will provide experienced bartenders to serve it and the mixers to go with it. The mixer charge is a one-time fee ranging from \$2.50-\$5.00 (depending on what kinds of mixers are chosen) per guest 21 and older. You will also be required to obtain a Limited Special Occasion Permit as well as purchase the liquor in the state of NC. Speak with your Event Specialist for more details.
- **Can I limit the amount of alcohol?** Specific quantities can be placed on wine or beer usage. Claxton Farm can also allow for back up beer and wine should you wish to increase the amount ordered. This must be discussed in advance with your Event Specialist.
- **What beers are available?** Our House Beers are Coors Light, Highland Gaelic Ale, and Catawba White Zombie. However, we have array of domestic and import/microbrew beers available to us. Local breweries such as Highland Brewing, Pisgah Brewing, Green Man Brewing, Hi Wire

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Brewing, Asheville Brewing, French Broad Brewing, Catawba Brewing, and more. Beer is always subject to availability and may be available in limited forms (bottles/cans/kegs).

- **Can unused beer in kegs be taken off the premise?** Because of ABC licensing laws, kegs that we provide cannot be taken off the premise. However, you are welcome to take any leftover and unopened case beer (bottles/cans) that have been pre-purchased at the end of your event.

Catering and Non-Alcoholic Beverages

- **Is outside catering allowed?** No, M7 Event Solutions is a full-service event organization with our own catering company. We can provide many different options to cater to your tastes and wishes.
- **Can I arrange to taste the food?** Yes, you can! These are typically scheduled for the same day as your detail meeting. There is a charge for tastings, and they are generally held during lunch hours Monday-Friday at our catering kitchen venue.
- **Do you provide non-alcoholic beverages?** Yes! The non-alcoholic beverage station is open and flowing for the entire event. We include sweet tea, unsweet tea, lemonade, water, regular coffee and decaf coffee. Sodas can be included at an additional charge.
- **Are plated meals an option?** Yes! Additional fees and/or service staff are required with plated meals.
- **What happens to leftover food?** It is taken back to our catering kitchen and donated to a courier service that distributes it to local shelters. If you wish to take the leftovers, we will add a food packaging fee for \$50 that will cover the materials needed for us to properly package the food for you to take with you at the end of the event.
- **When is the final guest count due?** 3 weeks prior to your event. After this time, you may increase the numbers slightly if needed, but they may not be reduced.
- **Are vegetarian or allergy specific meals available?** Yes! Our kitchen can generally accommodate you and your guests' dietary needs. We will need to know the names of those guests to ensure they get their meal.
- **When are final menu selections due?** Final menu selections are due no later than 2 months prior to the event. We understand that quantities may change once we receive your final guest count.
- **What if extra guests show up?** If you are aware that your count is increasing as late as the day of your event, it is imperative that you notify us. Because there is not a full catering kitchen facility onsite, we have a specific quantity of food available onsite at your event.
- **Do I need to include vendors in guest count?** Many vendor contracts will require you to feed them if they are going to be present for most or the entirety of the event. Band members/DJ, photographers, videographers, etc. can be included in the dinner; please include them in your final guest count.
- **Is children's pricing available?** It is! We have children's menu options available.

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Staff

- **What M7 management is on site on event day?** There will be an Event Captain, whose main role is to be the liaison between the property owners, our company, you and your family/guests. The Event Captain's main focus is set up, event staff, and food. The Event Captain also ensures that the wedding and reception are executed exactly as we have planned and that you and your guests are served to the fullest extent possible. If you are having your wedding at Claxton Farm, there will also be a Wedding Attendant present to help make sure all of your needs are met and that the ceremony runs smoothly. The Wedding Attendant is on duty from the setup start time intercepting and directing vendors, directing the ceremony processional and keeping the timeline flowing smoothly until the monumental moments have occurred such as cake cutting, special dances, etc. After the Wedding Attendant has completed her duties, the Event Manager will assume the full role to the end of the evening. Service attendants and bartenders according to your group size will also be onsite along with catering attendants and general maintenance staff.
- **What role does staff play during the event?** They perform many roles including making sure the event site stays clean, dirty dishes are taken away, your food and drinks are set up and served, and you and your guests are happy and have everything you need.
- **What are the duties of the Wedding Attendant?** To make sure everything is in order and will run smoothly, to organize everyone in their roles for the ceremony, and most importantly, to make sure the couple is happy, stress-free and enjoying one of the most important days of their lives!
- **What does the staff wear?** Our staff members are in uniform: a black M7 Event Solutions polo shirt and black pants are always clean, neat, and professional. The Event Captain and the Wedding Attendant may be dressed in nice, professional attire.
- **Why is the staff paid for time before and after the event?** These are the typical times required to prepare the facility for you and your guests. Depending on the specific details of your event, additional setup/staff time may be required.
- **Is tipping/gratuuity required?** Yes. Gratuuity is automatically included in your quotes and contract and is 15% of total food and beverage totals. This helps our company stay competitive in the special events market and keep qualified employees working. If you would like to add an additional tip at the end of your event, you may do so.
- **What is the commission charge?** The commission charge is 15% and will be added to your event subtotal. This is a "planning fee" and is paid, in part, to your Claxton Farm Event Sales Office. Services covered in this fee are onsite client meetings, planning and coordinating all event details—including but not limited to rentals, entertainment, catering, staffing, etc.

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Entertainment

- **Can I secure my own entertainment?** Yes you can, although we would prefer to contract the entertainment, as we find it relieves stress for all. If you book a DJ or Band directly, there is a \$200 electrical fee charge. If you are contracting a band or DJ, they should supply all of their own equipment.
- **What types of bands are available?** We have great contacts and working relationships with many bands and DJs from Bluegrass, Classical, Swing, Folk, and Top 40.
- **Is a sound system provided?** We do not have a sound system in-house. If you are booking a band or a DJ, they should provide their own sound system. If you prefer to bring in a sound system to play music from a phone/playlist, you are welcome to. You will need to designate someone from your party to operate this playlist for you and make any announcements (emcee the event). Additionally, the venue does NOT have Wi-Fi, so please be sure to download any playlist(s) to your device before arriving to the venue on the day of your event.
- **Do I need to count band members in the guest count?** If you wish to have a meal for the band, they should be included in your guest count. Please be sure to send us your band's rider so that we can make sure that we can meet all of their requirements in advance.
- **What restrictions are there on entertainment?** The entertainment must stop at the time designated in your contract, and the Event Captain reserves the right to turn down the sound if the band/DJ becomes too loud. At 10pm, we ask that all music be played inside the venue to adhere to the community noise ordinance.
- **How long does a band have to setup for?** Two hours prior to the event time. If more time is needed, please speak with your Event Specialist.
- **Is there enough electricity?** Yes, general band set ups do not usually require additional power. If you are contracting with a band, it is a good idea to discuss power needs prior to event day. Claxton Farm has an industry standard; four dedicated 20 amp circuits.
- **Is there enough lighting?** Yes, the stage area and dance area have standard lighting. Some bands choose to provide additional stage lighting and should clear this with your Event Specialist prior to event day.
- **Does Claxton Farm have a stage?** No, our outside bandstand is a flat concrete area measuring 12'x14'. The inside band area is 12'x24'. If a stage is required by the band, speak with your Event Specialist about rental and set up options.

There will be many, many more questions along the way so please feel free to contact our Claxton Farm Event Sales Office.

We are here for you as you plan this special event!

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