

HPO Frequently Asked Questions

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Pricing	
How much does it cost to have a wedding at the HPO?	Wedding prices range from \$2,500-\$6,000. Find full wedding pricing here: http://thehistoricpostoffice.com/docs/2020-01_HPO-Wedding-Pricing.pdf
How much does it cost to have a large event (250-151 people) at the HPO?	Large event prices range from \$2,000-\$5,500. Find large event pricing on page 1 here: http://thehistoricpostoffice.com/docs/2020-01_HPO-Event-Pricing.pdf
How much does it cost to have a medium event (150-51 people) at the HPO?	Medium event prices range from \$1,500-\$4,000. Find medium event pricing on page 2 here: http://thehistoricpostoffice.com/docs/2020-01_HPO-Event-Pricing.pdf
How much does it cost to have a small event (50-1 people) at the HPO?	Small event prices range from \$750-\$2,000. Find small event pricing on page 3 here: http://thehistoricpostoffice.com/docs/2020-01_HPO-Event-Pricing.pdf
Do you have seasonal rates?	Yes, the HPO has seasonal rates. <ul style="list-style-type: none"> • “In-Season” is March-December • “Off-Season” is January-February

	<ul style="list-style-type: none"> You can find these rates on the pricing information above.
Do holidays have an additional charge added?	<p>If your event falls on a holiday, you can expect to be bumped up to the next highest rate.</p> <ul style="list-style-type: none"> For example, if your event is on a Thursday but is a holiday, you will be bumped up to the Friday/Sunday rate. HPO Holidays are: New Year's Eve, New Year's Day, Easter, Memorial Day, Labor Day, Independence Day, Thanksgiving, Christmas.
What is the structure for payments with the HPO?	<ul style="list-style-type: none"> The retainer to hold a date is 50% of the rental fee. This does not include any a-la carte items. 25% of the rental fee is due 3 months prior to the event. The remaining 25% of the rental fee is due 1 month prior to the event. The \$500 damage/cleaning deposit and the amount for any a-la carte items is also due 1 month prior to the event. We cannot accept less than a 50% retainer. The remaining balance can be broken up into any amount requested as long as everything is paid one month prior to the event.
Can we pay part of the retainer fee and then pay the rest later?	No, the entire 50% non-refundable retainer fee must be paid up front in order to book a date with the HPO.
What form of payments do you accept?	<p>We accept cash, checks, cashier's check and credit card (taken over the phone or via internet link).</p> <ul style="list-style-type: none"> Bounced checks will result in a \$25 fee per check.
If we want to pay with a check, who should we make the check payable to?	All checks should be made payable to: The Postman LLC
Is there a fee associated with late payments?	Yes, the fee for late payments is \$5 per business day that it is late.
Do you offer any discounts?	<p>We offer the following discounts:</p> <ul style="list-style-type: none"> 15% off rental fee for non-profit organizations. <ul style="list-style-type: none"> Proof of organization status must be shown. 10% off rental fee for active duty military and first responders <ul style="list-style-type: none"> The renter must be the one who qualifies- this cannot be a relative or associate of the renters.
Is the retainer fee refundable?	The retainer fee is non-refundable for any reason.
What additional fees can I expect from the HPO?	<p>The HPO does not charge taxes or service fees. The only additional fees that are mandatory are:</p> <ul style="list-style-type: none"> \$500 refundable damage/cleaning deposit. This is refunded within 10 business days after the event.

	<ul style="list-style-type: none"> • \$55 ABC license fee (not to be paid to HPO) if alcohol is to be served at the event. • Private event insurance (not to be paid to HPO). Can range in price from \$150-\$250+ depending on the insurance company chosen.
Booking	
How do I secure a date for my event?	<p>We require the following to be complete before securing a date:</p> <ul style="list-style-type: none"> • Contract signed • 50% non-refundable retainer fee paid. <p>Once those two things are complete, your date is booked with the HPO!</p>
Do I have to be present at the venue to book or can I do this online?	We can do everything in person or online, whichever you prefer to do.
What is your cancellation policy?	If an event is canceled at any point or for any reason, the 50% retainer fee will be forfeited.
What is your change-of-date policy?	<ul style="list-style-type: none"> • A \$250 administrative fee will be applied to any date changes. • If a date change is requested, the client will be billed for the current pricing in effect at that time (if different from the pricing at time of initial booking). • Any date changes must be requested and approved 6 months prior to the event (ex: an event for June 6, 2020 must ask for a date change by December 6, 2019). • Date changes requested after the 6-month mark will not be approved.
Can we place a hold on a date?	As we have a large number of clients inquiring about the HPO's availability, we do not hold dates without a 50% retainer fee and signed contract.
Can changes be made to the contract?	Changes to the contract must be made by the HPO and then "approved" by the renter.
Parking	
Where do guests park for events at the HPO?	<p>Guests will need to park in one of the many public lots in Downtown Hampton. Here is a parking map you can use to direct guests to available lots: http://thehistoricpostoffice.com/docs/HPO-2018-Parking-Map.pdf. We recommend you put this map on social media platforms or your wedding website!</p> <ul style="list-style-type: none"> • The largest and most convenient lot is located directly behind the Verizon building which is right across the street from the HPO. • The gated lot that is attached to the HPO can be used for renter parking (for your vendors or bridal party) or

	<p>it can be used for an outdoor ceremony/cocktail hour space.</p> <ul style="list-style-type: none"> ○ This lot will be open and available beginning at the start of your rental period.
Do you control who parks in the gated lot?	<p>We do not control who parks in the gated lot. It is up to the renter to dictate who gets a spot in the gated lot. If requested, we have 4-5 cones that can be placed in the lot to save spots for certain people.</p>
Do we have access to the street spots directly in front of the HPO?	<ul style="list-style-type: none"> • There are two load-in zone spots located directly in front of the HPO that can be used for loading/unloading. However, we ask that cars be moved from those spaces after loading as it is a prime spot for photos. • All other parallel parking spaces in front of the HPO are city-operated and must abide by the city signs placed at the spots. • The HPO is not responsible for any cars that are ticketed/towed.
Do you offer a valet service?	<p>We do not offer a valet service, but we recommend either of these companies if you choose to hire a valet:</p> <ol style="list-style-type: none"> 1. VA Valet 2. Express Valet <p>Both companies have worked at the HPO previously and know the areas where parking is permitted.</p>
Is the lot located directly behind the HPO (with the playground in the middle) available for us to park at?	<p>This lot is owned and operated by the First United Methodist Church. They allow our clients to rent the lot for \$150 donation to the church if they have the lot available.</p> <ul style="list-style-type: none"> • Please ask an HPO member to check with the church on its availability if you are interested in renting the lot. • The lot can be rented 60 days prior to the event if available. • The HPO will add the rental of the lot to its invoice and will directly pay the church so you don't have to worry about contacting/paying the church directly. • The lot has around 30 spaces in it. • On Sundays, the lot will not be available until noon due to church services being held in the morning. • If rented, the HPO will put up a sign indicating that HPO guests can park in the lot.
Ceremony Options	
What are my ceremony options for inside of the HPO?	<p>Our most popular options are:</p> <ol style="list-style-type: none"> 1. Facing towards the front doors. <ul style="list-style-type: none"> ○ Can fit up to 200 guests IN FRONT of the drapery (most comfortable is 175).

	<ul style="list-style-type: none"> ○ Can fit up to 250 guests with the drapery pushed to the side. ○ We have pipe and drape for rent (\$150) that makes for a perfect ceremony backdrop. It also covers the exit sign near the front doors! ○ Requires a room flip for the reception. <p>2. Facing towards the white brick arches.</p> <ul style="list-style-type: none"> ○ Can fit up to 165 guests. Most comfortable is 150. ○ Decorating these arches is a blast! Most people choose to put floral arrangements, lanterns, or candles in them! ○ Requires a room flip for the reception. <p>3. Upstairs on the mezzanine.</p> <ul style="list-style-type: none"> ○ Can fit up to 150 guests but most comfortable with 100. ○ Does not require a room flip if all of your guests can fit downstairs for the reception. <p>4. Outside in the gated lot.</p> <ul style="list-style-type: none"> ○ Comfortable with 250 people. ○ Does not require a room flip.
What are my ceremony options for outside of the HPO?	<p>You can find all of the popular areas for ceremonies (including Mill Point Park and First United Methodist Church) here: http://thehistoricpostoffice.com/accommodations.html</p> <ul style="list-style-type: none"> ● Please note that the HPO does not assist in the booking of any outside venue/location for a ceremony.
How do you keep late guests from entering through the front doors during a ceremony?	<p>If your arch is facing towards the front doors, you won't want any late guests coming through there once your ceremony has started.</p> <ul style="list-style-type: none"> ● An HPO staff member will place a "Ceremony in Progress" sign on the front steps and lock the front door. ● Late guests can enter through the side entrance, over by the church.
Would my guests see the reception tables during the ceremony?	<p>No, the tables can be placed behind our floor-to-ceiling curtain so guests will not see them.</p> <ul style="list-style-type: none"> ● The tables can be set and decorated prior to the ceremony.
What is the typical ceremony setup like for a wedding?	<p>A ceremony typically includes the following:</p> <ul style="list-style-type: none"> ● Sign in/guestbook table, table for cards and gifts, chairs for guest seating, arch/drapery for the couple to stand under or in front of.
Cocktail Hour Options	
What are my cocktail hour options for inside of the HPO?	<p>Our most popular options for cocktail hour are:</p> <p>1. Upstairs on mezzanine.</p>

	<ul style="list-style-type: none"> ○ Can fit up to 250 people. Most comfortable with 175 people. <p>2. In the white-brick area towards the front of the facility.</p> <ul style="list-style-type: none"> ○ Can fit up to 100 people. Most comfortable with 75 people. <p>3. Outside in the gated lot.</p> <ul style="list-style-type: none"> ○ Can easily fit up to 250 people. ○ The black wooden bar cannot be brought outside for cocktail hour. ○ Guests can enter into the gated lot by going out the front doors and entering through the gate directly on your right. It is a very short distance!
What are my cocktail hour options for outside of the HPO?	<p>You can find information on renting the Hampton Carousel for cocktail hour here: https://www.downtownhampton.com/go/historic-hampton-carousel</p> <ul style="list-style-type: none"> ● Please note that the HPO does not assist in the booking of any outside venue/location for a cocktail hour.
What is a “room flip”?	<p>A room flip is when a space is transformed from the ceremony area into the reception area while guests are at a cocktail hour elsewhere.</p> <ul style="list-style-type: none"> ● If you have your ceremony in the main event space (facing towards the front doors or white-brick arches), you will need to do a room flip. ● If you have your ceremony on the mezzanine, outside in the gated lot, or off-site of the HPO, you will not have to do a room flip of the space.
Who does the “room flip”?	<p>The HPO does not have enough staff on-site to execute a room flip.</p> <ul style="list-style-type: none"> ● Any HPO preferred caterer can and will do a room flip if requested. ● Typically, the caterer will do the room flip. ● We do not recommend the bridal party/guests doing the room flip.
How long does a room flip typically take?	<p>With an HPO preferred caterer or another experienced caterer, the flip only takes around 20 minutes.</p>
Can guests see the room flip taking place?	<p>If your guests are on the mezzanine or in the white-brick area, yes, they will be able to see the room flip taking place. However, guests typically do not watch the transition happen as they are focused on eating appetizers, drinking from the bar, engaging in conversations and listening to music. We consider a room flip very “non-invasive” to the event.</p>

What is the typical cocktail setup like for a wedding?	Cocktail hour typically includes the following: <ul style="list-style-type: none"> • High top tables, bar w/ a back bar, table for appetizers, table for non-alcoholic drinks.
Reception Options	
How many people can comfortably sit downstairs?	<ul style="list-style-type: none"> • At the max, 180 people could fit downstairs. • The most comfortable amount of people downstairs is 150, with 10 people per table (15 tables).
How many people can comfortably sit upstairs?	<ul style="list-style-type: none"> • At the max, 100 people could fit upstairs (10 round tables with 10 people per table). • The most comfortable amount is 60 people (6 round tables with 10 people per table).
How many people typically fit at the 5' rounds?	Round tables can fit 8-10 people at them. <ul style="list-style-type: none"> • If you have a lot of décor and/or charger plates, we suggest having 8 people per table.
Can you use the rectangular tables for guests?	You can use the rectangular tables for guest seating as well. <ul style="list-style-type: none"> • The HPO includes (6) 6' and (4) 8' rectangular tables. • A 6' table can fit 6 guests at it (3 on each side). • An 8' table can fit 8 guests at it (4 on each side). • Our 2 farm tables can be rented (\$75 per table) and can fit 12 people at them (6 on each side).
Where is the dance floor typically placed?	The dance floor can be anywhere you would like it to be (since it is all hardwood flooring throughout) but the two most typical placements of it are: <ul style="list-style-type: none"> • In the center of the main event area. This is typically "framed" out by putting tables around it and leaving an open space in the middle for dancing. • In the back area near the main staircase and elevator. This is typically "framed" out by the white columns that surround it.
Where does the DJ typically set up?	The DJ typically sets up upstairs on the mezzanine on the raised platform. <ul style="list-style-type: none"> • This area easily allows them to see all of the action below on the dance floor. • It has plenty of outlets that the DJ can plug into. • We recommend that the DJ places a speaker both upstairs and downstairs to even out the sound.
Where is the buffet typically set up?	The buffet can be placed anywhere in the facility, but the two typical placements are: <ul style="list-style-type: none"> • In the side room near the HPO office. <ul style="list-style-type: none"> ○ This room has separate doors to enter and exit creating a good "flow" for your guests. ○ This room can be shut and kept separate until dinner is ready to be served. ○ This room is large enough for a double-sided buffet.

	<ul style="list-style-type: none"> • In the white-brick area of the facility. <ul style="list-style-type: none"> ○ This space also allows guests to enter in one way and exit out another, creating a good “flow”. ○ This space cannot be shut off and guests will see the buffet setup prior to dinner. ○ This space is large enough for a double-sided buffet.
Where is the cake/dessert typically set up?	Cake/dessert displays are typically placed in the white brick area near the HPO office.
Where is the bar typically set up?	The bar is typically placed in the corner of the white brick area. <ul style="list-style-type: none"> • This allows for a “hidden” back bar where the bartenders can keep supplies.
What is the typical reception setup like for a wedding?	Wedding receptions typically include the following: <ul style="list-style-type: none"> • Cake/dessert display, buffet, bar w/ back bar, DJ, station for non-alcoholic drinks, guest tables, head table or a sweetheart table.
Event Time	
What time can we enter into the facility?	For weddings, the bridal party, family members, and vendors can enter into the facility beginning at 9 AM. <ul style="list-style-type: none"> • Typically, setup begins at this time and the bridal party begins using the upstairs suites.
What time can we begin the festivities?	<ul style="list-style-type: none"> • We limit the event time to 5 hours. • Event time is considered to be the start of the ceremony until the end of the reception. • If you are not having your ceremony at the HPO, the event start time would begin once cocktail hour started. • You can purchase additional hours for \$250/per hour.
What time do we have to end the festivities?	All events must end by 11 PM per the City of Hampton.
How much time do we get to breakdown at the end of the night?	After the end of the event, you will have 1 hour to breakdown the tables, chairs and your personal décor/items. Please plan accordingly.
What is a typical timeline for a wedding?	9 AM- Bridal party arrives and setup begins 5 PM- Ceremony begins 5:30 PM- Cocktail hour begins 6:30 PM- Reception begins 10 PM- Reception ends 11 PM- Building is cleaned up and everyone is out.
If we do not have the ceremony at the HPO, do we still have 5 hours for the event?	Yes, you will still have all 5 hours for your event.
If we decide to have a ceremony at the HPO, is there an additional fee for this?	No, we do not have a ceremony fee.
Included Items	

<p>What is included with the rental of the HPO for a wedding?</p>	<ul style="list-style-type: none"> • Exclusive access to the entire facility except for the HPO office, rooftop and basement. • Access to facility beginning at 9 AM for setup/use of suites. • 5-hour event • 1 hour for breakdown • Event tables: <ul style="list-style-type: none"> ○ (25) 5' rounds ○ (6) 6' rectangles ○ (4) 8' rectangles ○ (4) high top cocktail tables ○ (2) 36" rounds for cake/sweetheart • Event chairs: <ul style="list-style-type: none"> ○ 250 mahogany Chiavari chairs w/ ivory cushion • 2 wooden bars <ul style="list-style-type: none"> ○ 1 bar for upstairs ○ 1 bar for downstairs ○ Bars cannot be taken outside • Downlights in the main banquet area <ul style="list-style-type: none"> ○ Downlights can change color for the ceremony, cocktail hour and reception • On-site event staff for building needs <ul style="list-style-type: none"> ○ This staff member does not serve as a coordinator for the day-of • On-site security for 4 hours of the event
<p>If we don't need some of the included items, will our rental fee go down?</p>	<p>No, all of the items are included and are not itemized in the rental fee. You can use as many of the included items as you need or you do not have to use them.</p>
<p>A-La Carte Items</p>	
<p>What items are available for us to rent, a-la carte?</p>	<ul style="list-style-type: none"> • DOC Services \$1,500 • Set Up Services (Includes: Set up of tables and chairs before event begins) \$225 • Breakdown Services (Includes: Breakdown of tables and chairs after event ends) \$225 • Set Up & Breakdown Service Bundle \$400 • Additional Event Hours \$250 per hour • Drapery w/ Frame (8' wide and up to 12' tall) \$150 per 8' • Farm Tables (12' long and 31" wide. 2 available) \$75 per table • Upgraded Lighting Bundle (Includes: 30 uplights, 30 pinspots, 1 custom GoBo) \$500 • Uplights (Includes: 30 uplights) \$200 • Pinspots (Includes: 30 pinspots) \$200 • GoBo (Includes: 1 custom GoBo) \$250

	<ul style="list-style-type: none"> Ivory Linens (floor length) \$11 per linen Linen Ivory Napkins \$.50 per napkin
Do I need to decide which a-la carte items I want prior to booking the venue?	No, the a-la carte items are not a part of the 50% retainer fee.
When do I need to finalize which a-la carte items I want?	The payment for the remaining 50% of the rental fee + any a-la carte items added is due at the final meeting 1 month prior to the event.
Who will setup and breakdown the HPO a-la carte items?	The HPO staff member on site the day of your event will setup and breakdown all a-la carte items.
If I decide I no longer want an a-la carte item, can it be removed from the invoice?	Yes, we can add/remove items from the invoice up until 1 month prior to the event when the balance is due.
How many drapes will I need if I want them to go in between the black beams at the front of the building?	To cover the space in between the black beams (located near the front doors), you will need one 8'x12' pipe and drape.
How many drapes will I need if I want them to block off the entire front part of the building?	To cover the entire front space, you will need three 8'x12' pipe and drapes.
How many people can fit at the farm tables?	Typically, 12 people can fit at one farm table. <ul style="list-style-type: none"> 6 people per side. You can also squeeze 2 people at each end, making it fit 14 people per table.
How can I customize a GoBo?	When your event date begins to get closer, an HPO staff member will reach out to you and provide you with GoBo templates that you can customize. <ul style="list-style-type: none"> If you have a PDF of what you would like, please send it to the HPO and we will see if it can be made into a GoBo.
Where can the GoBo be placed?	The GoBo can be placed in one of the following areas: <ul style="list-style-type: none"> Front wall (facing front doors) Side wall (facing white brick arches) Side wall (facing the conference room) Large dance floor (in the middle of the main banquet area) Small dance floor (in the area near the main steps and elevator)
Can the GoBo be moved?	No, the GoBo cannot be moved once it is placed.
Can I have GoBos in multiple locations?	Yes, you can have multiple GoBos but they will each have to be purchased for the \$250 price.
When will I choose the colors for my lights?	We will choose your lighting color at the final meeting held one month prior to the event. <ul style="list-style-type: none"> The lighting color can be changed up to 3 times, once for the ceremony, once for the cocktail hour and once for the reception.
Does the setup and breakdown service include the flipping of the room?	No, the setup and breakdown service does not include the flipping of the room from the ceremony to the reception. <ul style="list-style-type: none"> Typically, the caterer will flip the room.

If I add extra hours to the event and then end up not using them, will I be refunded?	Refunds will not be given if the event hour is not used as staffing and other accommodations were scheduled prior to the event taking place based on the timeline given.
Can I add extra hours to the event the day of the event?	<p>This will need to be an on-site decision the day of the event.</p> <ul style="list-style-type: none"> • If the HPO member on staff is available to stay later and the rest of your vendors are able to stay later, this might be an option. • The caterer and coordinator must be able to stay until the very end of the event. • Events cannot go past 11 PM. • The renter will be charged \$250/per hour extended.
Food/Drink	
Can I use my own caterer for my event at the HPO?	<p>We require that clients choose a caterer off of our Exclusive Catering list.</p> <ul style="list-style-type: none"> • You can find that list of caterers here: http://thehistoricpostoffice.com/vendors.html • If you choose to deviate from the list, you will be subject to a \$500 administrative fee. • Any caterer chosen must give us the following before being approved to work at the HPO: <ul style="list-style-type: none"> ○ Valid business license ○ Valid certificate of insurance ○ Must be a full-service caterer • Please note that typically the caterer will “flip” the room so if you do not use an HPO exclusive caterer, make sure to check with your chosen vendor to see if this is a service that they will provide.
What is the benefit of using an HPO Exclusive Caterer?	<ul style="list-style-type: none"> • Any HPO exclusive caterer has the capability to provide you with rentals and flip the room. • Any HPO exclusive caterer knows the facility and its policies/procedures well and can make planning your event with us even easier! • Any HPO exclusive caterer has maintained a good reputation amongst HPO clients as we survey all of our clients post-event and will remove caterers who receive low ratings. • Any HPO exclusive caterer comes fully staffed and ready to handle any size event. They can also provide experienced bartenders as well.
If I choose a caterer that is not on your list, are they able to get on your list?	<ul style="list-style-type: none"> • HPO Exclusive Caterers are thoroughly vetted prior to being accepted on to the list. If your caterer would like to apply to be on our list, they need to do the following: <ul style="list-style-type: none"> ○ Turn in the Catering Vendor application (ask an HPO representative for this). ○ Work at least one event at the HPO.

	<ul style="list-style-type: none"> We review and edit our Preferred Vendor list only once a year in January so caterers cannot be added to our list until then if they are accepted.
Can the caterer cook my food in the catering kitchen?	<p>No, the kitchen is qualified for food prep only.</p> <ul style="list-style-type: none"> If your caterer needs to cook food on-site, they are able to bring a grill/stove and cook on the back load-in dock.
Can the caterer have live action stations at my event?	<p>Yes, the caterer can have live action stations as long as they are not taking food from raw to cooked at these stations.</p> <ul style="list-style-type: none"> Meaning, a caterer can have a roast beef carving station at the event as long as the roast beef is pre-cooked. Damage that may be caused by use of a live action station will be taken out of the damage/cleaning deposit.
Can the caterer just drop off food at my event and then I will find people to serve it?	<p>No, we require that any caterer stay for the entirety of the event.</p> <ul style="list-style-type: none"> Caterers are responsible for serving food, bussing tables and cleaning the kitchen prior to their departure. Caterers have to be qualified in food safety which is why they need to be the ones on-site and not a separate hired staff or family/friends.
Can someone I know personally make my desserts for my event?	<p>Please ask the HPO for permission on allowing non-licensed vendors to prepare desserts.</p>
Do you have highchairs available?	<p>Yes, we have 4 highchairs available upon request.</p>
Do we need to provide a meal and seat for the HPO staff member on site for our event?	<p>Yes, we require that you provide a meal for the HPO staff member on site the day of your event.</p> <ul style="list-style-type: none"> If you hired the HPO for DOC- please provide 2 meals, one for the lead coordinator and one for their assistant. The HPO does not require that you save them a “seat” to eat at, they will eat in the office.
Can I provide my own alcohol for my event?	<p>Yes, you can provide your own alcohol for the event as long as you obtain a 24-hour ABC license for the event.</p> <ul style="list-style-type: none"> The application for this license can be found here https://www.abc.virginia.gov/licenses/get-a-license/banquet-licenses This license often takes months to be approved so please apply for it ASAP. If your caterer is providing the alcohol for the event, they will often times already have an ABC license.
Can I provide my own bartenders to manage the bars for my event?	<p>We recommend that all bartenders are professionals and have a business license and certificate of insurance.</p> <ul style="list-style-type: none"> Caterers on the HPO Exclusive list can provide you with experienced bartenders.

Can we have alcohol outside in the gated lot?	<p>Yes, you can have alcohol inside of the gated lot.</p> <ul style="list-style-type: none"> • However, alcohol cannot go from inside of the HPO to the gated lot as the sidewalk to get to the lot is Hampton City property. • Guests can get a drink from the bar outside and finish it there prior to entering back into the facility. • We will have a security officer outside in the lot to ensure that guests don't take drinks out onto the sidewalk during the event.
Can alcohol be brought in the day prior to my event?	<p>No, the 24-Hour ABC license prohibits alcohol from entering into the facility until the day of the event.</p> <ul style="list-style-type: none"> • Leftover alcohol must be taken out of the facility at the end of the event.
Vendors	
Do my other vendors have to be selected from the HPO Preferred Vendor List?	<p>While we highly recommend the vendors on the HPO Preferred Vendor List, no, it is not required that you choose the rest of your vendors from said list.</p> <ul style="list-style-type: none"> • You can find our preferred vendor list here: http://thehistoricpostoffice.com/vendors.html
What qualifications do my vendors have to have to work here?	<p>We recommend that all vendors have valid business licenses and valid certificates of insurance.</p> <ul style="list-style-type: none"> • Please contact the HPO if you have questions about if a vendor is qualified.
Local Accommodations	
What hotels in the area do you recommend?	<p>You can find a complete list of the hotels we recommend here: http://thehistoricpostoffice.com/accommodations.html</p> <ul style="list-style-type: none"> • Mention that you are booked with The Historic Post Office to receive the best rates for room blocks. • All hotels listed are within a 10 minute drive, but the Hampton Marina Hotel and Harbor House are within walking distance of the HPO.
Do the hotels you recommend offer shuttle service?	<p>Unfortunately, the hotels do not offer shuttle services. However, your guests can use Uber/Lyft or you can hire a separate shuttle service as desired.</p>
Where are some good local places to host a rehearsal dinner?	<p>You can find our list of rehearsal dinner locations here: http://thehistoricpostoffice.com/accommodations.html</p> <ul style="list-style-type: none"> • Both local restaurants and hotels are able to host your rehearsal dinner.
What local areas are popular for photographs?	<p>We recommend sifting through the blog to find photo inspiration here: http://www.hpoblog.com/ Downtown Hampton is full of photo opportunities, some favorites are:</p> <ul style="list-style-type: none"> • Hampton Carousel • HPO Mural (on the back wall of the building) • Downtown Hampton murals along E Queen St

	<ul style="list-style-type: none"> • Waterfront at Mill Point Park
Why is Hampton a great place to get married?	Downtown Hampton is a great place to get married because your guests will experience an urban, yet historic environment. There are many activities for your guests to enjoy during the wedding weekend, including historic tours, museums, local beaches, parks, live entertainment, dining, etc. For a full scope of what Hampton has to offer, visit: https://www.visithampton.com/
Décor	
Can I have live candles at my event?	Yes, we allow live candles here at the HPO! <ul style="list-style-type: none"> • Any tapered candles must be blown out once dinner is complete. • We do not allow live candles to be placed on the floor.
Can I have a fog machine at my event?	No, we do not allow fog machines in the building due to damage they cause the hardwood flooring. <ul style="list-style-type: none"> • If fog is a must for your event, we do allow it outside! It makes for beautiful photos on the front steps or a cool effect for your grand exit.
What décor regulations do you have at the HPO?	As long as your décor does not permanently damage the building or the HPO furniture, we are pretty open to allowing most décor pieces. <ul style="list-style-type: none"> • Command hooks can be used to hang items on the walls but must be taken down properly to avoid damaging the paint. • Nails, tacks, staples, etc. are strictly prohibited as they will leave marks on the walls. • Any heavy items placed on the hardwood flooring must have soft “feet” on it to avoid scratching the floors.
Does the drapery in the middle of the venue stay up?	Yes, that is a permanent fixture and stays up at all times. <ul style="list-style-type: none"> • If you do not want the drapery to block any part of the event, it can be pushed to the side.
If I rent the pipe and drape from the HPO, am I allowed to hang flowers/lights/etc. from it?	Yes, as long as the décor you put on the drapery does not permanently damage the pipe or drape. <ul style="list-style-type: none"> • The HPO is responsible for setting up and taking down the pipe and drape but is not responsible for adding any décor to it. • Any décor added to the drape must be removed at the end of the event.
Can décor be brought in the day prior to the event?	No, we do not allow any personal items to be brought in prior to the day of the event due to liability and insurance regulations.
How can I put drapery and lighting on the ceiling for my event?	A company will need to do this for you since it requires scaffolding to reach the ceiling. <ul style="list-style-type: none"> • The two companies we recommend for this is:

	<ul style="list-style-type: none"> ○ Stage Right Lighting and Blue Steel Lighting ● Cherry pickers and scissor lifts are not permitted in the facility.
Security	
Does the HPO offer security for my event?	Yes, the HPO offers 4 hours of complimentary security for your event.
Is there an additional cost for security?	4 hours of security are included in the rental fee. <ul style="list-style-type: none"> ● If additional hours of security are requested, the renter will be billed for \$25/per hour.
What company does the security come from?	The company used for security at the HPO is All Clear Security based out of Suffolk, VA.
What will the security guard do at my event?	Security is mainly present to ensure that pedestrians/non-guests do not enter into the facility during your event. However, they also: <ul style="list-style-type: none"> ● Prevent your guests from leaving with alcohol in hand. ● Check IDs when requested. ● Can mediate issues when necessary. ● Assist with the sparkler exit.
Will the guard be armed at my event?	No, all of the security guards are unarmed.
What will the security guard wear to my event?	Typically, their uniform consists of a green polo shirt with the company logo and black/khaki pants.
Event Insurance	
Do we need to have private event insurance for my event?	Yes, the HPO requires private event insurance.
Why do we need to provide private event insurance?	Most private event venues require their renters to obtain event insurance. Private event insurance covers: <ul style="list-style-type: none"> ● Alcohol-related accidents ● Bodily injury to guests for an accident resulting from the event ● Costs to repair or replace property damaged at the event site ● Damage to the facility caused by a guest
What requirements does the event insurance need to meet?	<ul style="list-style-type: none"> ● We require general liability insurance covering the day of the event (Special Event Liability Insurance) which shall have a single limit liability of not less than \$1 million, and general aggregate liability of not less than \$2 million. ● If alcohol is to be served, then the policy must include Host Liquor Liability coverage. This may be provided by an established third-party catering company if they are providing the alcohol.
What company can I use to get this insurance?	You can use whichever company you would like to obtain the event insurance. <ul style="list-style-type: none"> ● We recommend going through www.wedsafe.com for the insurance.

When do I need to provide this insurance?	The Certificate of Insurance is due at the final meeting, one month prior to the event.
Damage/Cleaning Deposit	
How much is the damage/cleaning deposit?	The damage/cleaning deposit is \$500.
When is the damage/cleaning deposit due?	The damage/cleaning deposit is due with the final payment one month prior to the event.
When will I get the damage/cleaning deposit back?	<p>We will let you know how much money you will be getting back from the deposit on the next business day after your event.</p> <ul style="list-style-type: none"> Once we receive the address of where the deposit should be sent to, you will receive the check in the mail within 10 business days.
How is the damage/cleaning deposit refunded?	<p>We refund the damage/cleaning deposit via check in the mail.</p> <ul style="list-style-type: none"> We cannot refund the amount via credit card or cash. If you would like to pick the check up vs. having it mailed, please let the HPO know and that can be arranged.
What things can result in a loss of the damage/cleaning deposit?	<ul style="list-style-type: none"> Exceeding the breakdown time of 1 hour. Causing permanent damage to the building or its furniture/rental items. Causing permanent damage to the outside of the building. Smoking within the facility. Missing items from the building at the end of the event (ex: items missing from the suites, bathrooms, etc.) Excessive cleaning required at the end of the event (ex: candle wax on the walls, red wine on the couch, etc.)
What am I responsible for doing at the end of the night?	<p>At the end of the event, you (or your vendors) must ensure the following is done:</p> <ul style="list-style-type: none"> All personal items/décor/flowers are removed from the event area and the upstairs suites. All trash is put into a receptacle (you do not need to take the trash out to the dumpster). All “grand exit” materials are cleaned up from outside (ex: sparklers are thrown out). All tables and chairs are put back away in the barn area (unless you hire HPO for the breakdown service). The kitchen is wiped down and swept (this is the caterer’s responsibility). All bar buckets are emptied (this is the bartender’s responsibility). Any big spills/messes are cleaned up (ex: a broken glass).

	<ul style="list-style-type: none"> • A final “walk through” is done with the HPO staff member on site (this is the responsibility of the coordinator).
Final Meeting	
When does the final meeting with the HPO need to be held?	The HPO final meeting needs to be held at least one month prior to the event.
Does this meeting need to be held in-person or can it be over the phone/video conference?	This meeting can be done over the phone/online, but all of the requested documents must be sent in via e-mail or mail if they are not brought in person.
Who needs to be present at the final meeting?	We require that the renter, or a representative of the renter be present at the meeting. It is recommended that the caterer and wedding coordinator also be present, especially if they have not worked in the facility before.
What items are due to the HPO at the final meeting?	The following documents are due at the final meeting: <ul style="list-style-type: none"> • Event timeline (including all vendor arrivals) • Event layout • List of all vendors w/ e-mail addresses • ABC license (if alcohol is present at the event) • Certificate of Event Insurance
How long does the final meeting typically last?	The final meeting is typically 30 minutes long. However, we can extend it to be as long as one hour, if needed.
What can we expect to do at the final meeting?	At the final meeting, an HPO representative will: <ul style="list-style-type: none"> • Collect and review all of the required documents • Go over certain points in the contract for clarity • Discuss which lighting colors you would like • Collect the final payment (if not made prior to the meeting) • Answer any questions or concerns that you might have
Etc.	
Where can my guests smoke outside?	Smoking is permitted on the front porch of the HPO. There are cigarette butt dispensers available for guests on the porch.
Is the HPO handicap accessible?	The HPO event spaces are handicap accessible. We have the following available for guests: <ul style="list-style-type: none"> • Ramp • Wheelchair lift • Elevator <p>The only part of the HPO that is not wheelchair accessible is the bridal suite and the gentlemen’s lounge located upstairs.</p>
What type of grand exits does the HPO permit?	The HPO permits the following to be done at the grand exit: <ul style="list-style-type: none"> • Sparklers (the HPO has sand buckets for use) • Glow sticks • Bubbles • Biodegradable confetti • Flower petals/dried lavender

<p>Are pets permitted at the HPO?</p>	<p>Pets are permitted at the HPO but must follow these guidelines:</p> <ul style="list-style-type: none"> • Pets must be on a leash and supervised at all times. • Pets cannot be left in a crate during the event. • Any damage caused by pets will be deducted from the cleaning/damage deposit.
<p>Are children permitted at the HPO?</p>	<p>Children are permitted and welcomed at the HPO but must be supervised at all times.</p> <ul style="list-style-type: none"> • Any children using the elevator must be supervised. If the HELP button is pushed, the fire/police department will show up to the event and (by law) must come into the facility to check the elevator. This disturbs the event and will result in deduction from the cleaning/damage deposit.
<p>Does the HPO have any Audio/Visual equipment available?</p>	<p>No, the HPO does not have any A/V equipment on site that is available for rent.</p> <ul style="list-style-type: none"> • However, the HPO works closely with a local A/V company and can subcontract items from them, if requested. All A/V items will be added to the HPO invoice directly.
<p>What is the policy on rehearsals?</p>	<p>The renter will be allowed a 1 hour rehearsal at the Postman's discretion due to the other weddings/events being held at the time.</p> <ul style="list-style-type: none"> • Weddings booked on a Saturday will get the first choice of time-slot, Friday weddings will get the second choice of time-slot, Sunday weddings will get the third choice of time-slot, Thursday weddings will get the fourth choice of time-slot, Wednesday weddings will get the fifth choice of time-slot, Tuesday weddings will get the sixth choice of time-slot, Monday weddings will get the seventh choice of time-slot. • Rehearsal times will be established at the renter's final meeting at least one month before the event and may not be scheduled before that time.
<p>If we accidentally leave something at the HPO at the end of the event, how do we go about retrieving it?</p>	<p>If an article is left at the HPO, you may contact via phone call or email to notify the staff and schedule a time to come pick it up.</p> <ul style="list-style-type: none"> • Lost articles left after an event may be held for one week and then discarded if unclaimed. • The HPO is not responsible for any lost or stolen items during an event.
<p>Can I bring my family/friends in to see the venue?</p>	<p>Yes, you can bring in your family/friends to see the venue as long as you make an appointment to do so prior to.</p>

	<ul style="list-style-type: none"> Please note that weekend appointments are very limited as we mainly host events on these days.
Day-of Coordination (DOC)	
Do I need to have a DOC for my event?	<p>Yes, the HPO requires that you have a DOC for your event.</p> <ul style="list-style-type: none"> While a professional coordinator is highly recommended (see HPO Preferred Vendor List for recommendations), it is not required. The DOC should be present from the beginning of the event to the very end of the event (including setup and breakdown times). The DOC will serve as the main point of contact for the entirety of the event and should not be involved in any event festivities (ex: they should not be a family member or event guest of the renter's). The DOC cannot be partaking in alcohol during the event. We encourage the DOC to be present at the final meeting, especially if they have never worked in the building before.
How much does DOC cost through the HPO?	DOC services through the HPO cost \$1,500.
What is included with DOC services?	<p>DOC services include:</p> <ul style="list-style-type: none"> Timeline development Layout development Rehearsal coordination Vendor Liaison Extensive knowledge of venue & wedding industry Setup & breakdown of tables, chairs, & decorations (\$400 value) Assistance with room flip Minimum three planning meetings
What is the benefit of getting DOC services through the HPO?	<p>All HPO Coordinators have been trained and vetted by Kelsey and Madeline and are fully qualified to coordinate both large and small events.</p> <ul style="list-style-type: none"> HPO Coordinators know the building and its policies/procedures very well as they serve as venue assistants during weddings they are not coordinating. HPO Coordinators witnessed many events inside of the HPO and can help to provide insight as to what works in the building and what does not. HPO Coordinators are familiar with most wedding vendors in the area and can recommend vendors to fit your style and budget.
Who will be my DOC if I get the service through the HPO?	All HPO DOCs are vetted and trained by Kelsey Leeper and Madeline Harris.

	<ul style="list-style-type: none"> • All DOCs are chosen based on availability of team members. • If you would like to request a DOC, please contact the HPO. We will try our best to accommodate requests but may not always be able to do so.
How do I book a DOC through the HPO?	<p>Once the venue has been secured (the contract has been signed and the retainer fee been paid), then you can request a DOC for your special event.</p> <ul style="list-style-type: none"> • DOC booking works the same way that the venue booking process does- we require a 50% non-refundable retainer fee and a signed contract in order to lock in a DOC. • The contract and payment can be made through Honeybook.
When will I begin meeting with my DOC or when should I book a DOC?	<p>We typically begin working with DOC clients 1 year from their event. However, we can certainly adjust the time schedule as needed!</p>