



Catering Guidelines

- **Venue Hours:** Please check with your client regarding their rental time block! Based on the size and type of event, we understand that you may need to come in earlier than the time your client has arranged with us. Please let your client know of your needs so that they may rent additional time if required.
- **Office Hours:** Office hours are Monday-Friday from 8:00 am till 5:00 pm. Contact the office by calling (423) 229-9422 or (423) 229-9359. If you have any questions about our catering guidelines, need information on an event, or need other information, please give us a call!
- **Hostess:** A Hostess will work each event at Allandale. Her responsibilities include: reviewing the kitchen guidelines with the caterer, showing the caterer where things are located in the kitchen area, overseeing the garbage disposal, making sure all champagne is opened in the appropriate location, and sanitizing the kitchen counters and appliances after the caterers have finished their clean up.
- **Mansion Appliances:** Two (2) stove tops, three (3) ovens, one (1) microwave, one (1) warming oven, one (1) standard refrigerator, and one (1) large commercial refrigerator. The Mansion's warming oven requires 45 minutes to heat. Let your Hostess know if you will be using it, and they will turn it on and provide warming trays.
- **Dance Barn Appliances:** Two (2) refrigerators and one (1) microwave.
- **Picnic Pavilion Appliances:** This venue does not have any appliances.
- **Mansion Dishwasher:** The Mansion does have a dishwasher, however, it is very slow, requiring 45 minutes or longer per cycle. You should make arrangements to have extra personnel available to wash dishes if needed.
- **The caterer must supply all items which they may need for the preparation and serving of food and drinks at the event which they have been hired to work.** This includes but is not limited to: dishwashing detergent, dishcloths or towels, dishes, glassware, silverware, pots, pans, serving dishes, and serving utensils.
- **Allandale Kitchen Items:** We have a limited number of kitchen items belonging to Allandale. Should you forget something, ask the Hostess if we have such an item and if we do, you are welcome to borrow it. The item you borrow must be signed out and returned before you leave.
- **Food Placement:** Food may be placed in designated areas only. If you have a question, please talk to your Hostess.
- **NO FRYING OF ANY KIND ALLOWED BY ORDER OF THE FIRE INSPECTOR'S OFFICE.** This includes deep frying, shallow frying, pan frying, and the cooking of bacon or any other grease-generating items.
- **The following items may not be used:** Rice, confetti, silly string, sparklers, glitter, loose rhinestones, hay bales, artificial rose petals, etc. may not be used ANYWHERE on the grounds.
- **Decorations:** No tape, tacks, staples, glue, Command strips, or nails or any kind may be used. **Natural** rose petals, birdseed, and bubbles are allowed in OUTDOOR designated areas only. **Only silk rose petals may be used inside the Mansion.**
- **Fountains:** Punch, champagne, and chocolate fountains are not allowed in any buildings. Kegs are not allowed inside the Mansion.
- **Champagne:** May only be opened in designated areas. Please confer with your hostess regarding the opening of champagne.

- **Linens:** The renter and/or caterer are responsible for providing all table linens. At the completion of your event, take the linens OUTSIDE to shake food from them. Do not shake tablecloths in any of the buildings – this will assist us with clean up.
- **Smoke machines** may not be used.
- **Mansion Tables:** To use the Dining Room table, it must be covered with table pads (Allandale provides) and linens (Allandale does not provide). Any other tables which you are using for food must be covered with table linens. Please do not place glasses and dishes on our fine furniture – please patrol the mansion regularly for dirty items. Foyer tables are NOT to be covered or used for food, nor is food allowed on the sideboard or window tables in the dining room. **The dining room punch table is old and delicate – please do not place very heavy items on this table!**
- **Mansion Counters:** If you have a need to chop or cut food, please use the Pyrex cutting boards on the center island. DO NOT chop or cut on the countertops.
- **Mansion Garage:** Depending on space availability, rental items or other items you wish to have delivered to Allandale prior to the time designated for your event may be possible. You MUST call the office to schedule these deliveries in advance. After the event, rented dishes must be washed and left in the racks provided by the rental company. Linens should be folded and left in the garage for scheduled pickup. The City of Kingsport is not responsible for any items.
- **Doors:** Please do not block any doors during your event to help avoid congestion in high-traffic areas.
- **Ice:** Allandale does not provide ice. You should bring any ice you will need for your event.
- **Ice disposal:** Please see your venue hostess for designated ice disposal areas.
- **Bartending:** It is the responsibility of the bartender to place empty bottles in boxes and place those in the venue dumpster.
- **After the Event:** Please check the kitchen/service area for any items which you may have forgotten. You must place ALL trash in the designated dumpster. Serving pieces, equipment, and any personal items must be removed at the completion of the event. The service area needs to be left tidy **If your work area is not cleaned properly, the renter will be charged additional cleaning fees.**