

SC Fishers Frequently Asked Questions



WELCOME TO SC-FISHERS!

Thank you for considering SC Fishers for your celebration! We want to make sure that your event goes smoothly, and all your questions have been answered. Below is a list of answers to frequently asked questions. If you have additional questions, please feel free to contact us.

Q. What is your address?

10601 Cumberland Rd., Fishers, IN 46037

Q. What is the process to rent the space?

1. Complete the [Rental Request Form](#) to make a rental reservation.
2. A rental contract will be sent via email through Dropbox Sign. This must be returned within seven (7) days of initial booking to finalize your rental.
3. A 50% down payment is due with the signed contract in the form of a credit card (deposit goes toward the rental fee; the balance of the rental fee will be charged on the Friday thirty (30) days prior to rental date) **If the event date is within 30 days of booking, the full rental fee is due at the time of booking.*
4. A valid credit card must be on file for damages (will not be charged unless there is damage to property or excessive clean-up is required; this is not part of the rental fee). We do not allow prepaid credit cards to be used. We only accept MasterCard and Visa.

Q. How do I receive my contract?

The contract is sent via email through Dropbox Sign after the reservation is made. Please check your spam/junk folders.

Q. When is my contract due?

The contract must be returned **within seven (7) days of initial booking**. If the contract is not returned within seven (7) days, the rental and contract are subject to termination.

Q. When is the remaining balance due for my rental?

The Friday thirty (30) days prior to the client's event to the credit card on file used for the down payment. If the client would like to use a different credit card, we need the new credit card information thirty (30) days prior to the event.

Q. How do I confirm my event details?

One week prior to the client's event the Event Coordinator will send an email to confirm all the rental details, give a code for the door, and provide a cleaning checklist.

Q. What if I need to cancel my event?

Cancellations must be in writing and received thirty (30) days prior to the function for a full refund less a \$100 processing fee. Cancellations made fewer than thirty (30) days of the event are not eligible for a refund. All cancellations made within seven (7) days of event date are responsible for the full rental balance. The card on file will be charged for the balance at the time of cancellation. SCSC PROPERTIES, LLC OR SC-FISHERS, INC. reserves the right to cancel with thirty (30) days prior with written notice. All cancellations, no matter the reason, are subject to the cancellation policy stated above.

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Q. Can we have extra time?

Yes, extra time is available for \$100 per hour (depending on other events). You can reserve additional time as needed for decorating or for your event.

Q. What times are available for rent?

Our standard booking times are Friday evenings from 6:00 pm–10:00 pm, Saturdays and Sundays at 11:00 am–2:00 pm and 6:00 pm–9:00 pm. These times are our standard rental times; however, they can possibly be extended/adjusted depending on other scheduled rentals. Please contact us if you would like to change the time.

Q. Is our event private?

Yes, your event is private.

Q. What amenities are included with my rental?

The entryway, small patio immediately off the main room, television, kitchen, and fireplace are included with every rental. On the contract you must note which of these you would like to use during your event so we can set them up and make sure they are ready for your use.

Q. When and how do I use the fireplace?

The fireplace can be used if the outside temperature is **40° or below** outside. The fireplace is controlled with a remote control. Please be patient when turning the fireplace on, it will take about a minute for it to ignite. If the button is repetitively pressed, the fireplace will not ignite. Please be aware that the fireplace does put out a lot of heat.

Q. What size are the tables?

Round tables—5', Rectangle tables—6'

Q. How is the room set up?

We have 8 layouts to choose from in the contract. If a layout is not chosen, SC-FISHERS, INC. will choose a layout based on the expected number of guests given. Please feel free to move the tables and chairs to fit your needs.

Q. What if we don't want one of the layouts given?

We will leave out the racks with the tables and chairs and you can set up the room however you would like. We do not allow extra time for setting up the tables and chairs if it is chosen to do yourself.

Q. Can we change the layout of the room?

You can change your layout option up to three (3) days prior to the date of your event. We cannot guarantee any changes after that time.

Q. Can we play music/videos on the television?

Yes, it is a smart television, and it is connected to Wi-Fi. You can connect via Bluetooth, USB, or HDMI (we provide) to play video. To play music, you can sign into your account on any available app. Make sure to sign out when your event is over to prevent others from using your account.

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Q. What apps are on the television?

Pandora, Spotify, Apple Music, YouTube, Netflix, and many, many more.

Q. Can we decorate the entire room?

Yes, you can decorate a little or a lot, it is up to you. When decorating, please use command strips only; tape, staples and nails are not permitted. Also, we do not allow glitter or confetti to include balloons with confetti inside. If glitter or confetti is used there will be an excessive cleanup charge of \$100 minimum.

Q. What is considered confetti?

Confetti is considered any small bits of paper or other small materials. If there is a question about what is acceptable, please contact the event coordinator to avoid being charged.

Q. Can we have vendors or equipment at our event?

Yes, you can hire outside vendors such as caterers, DJ's, photographers, etc.

Q. Are we allowed to bring in our own food and beverages?

Yes, we allow our clients to bring in their own food and beverages. Alcoholic beverages are allowed in the form of beer, wine, and champagne only. We do **NOT** allow hard liquor or liqueurs.

Q. Are we allowed to use the kitchen?

Yes, the refrigerator, range, double oven, and microwave are included in the rental. When you are finished, please turn them off and empty them out. Please do not use drawers or cabinets.

Q. Can we change the thermostat?

The temperature is set at 68°. If you would like the temperature changed, please text the event coordinator. The thermostat is a smart thermostat and can be changed remotely. Please be aware that once there are several people in the room or if using the fireplace, the room will heat up. The event coordinator will only change the temperature once during a rental.

Q. Is there anything we need to do when we leave?

Yes, please take the trash to the dumpster*, wipe the counters and tables of crumbs and debris, sweep up any crumbs and debris off the floor, turn off all the lights including the bathrooms and lock all the doors. For convenience, a cleaning checklist is provided in the email containing rental details.

The dumpster is in the back-parking lot (east), by the pond; do **NOT put trash on the patio or pool deck.*

Q. Where are the cleaning supplies?

The cleaning products* are under the sink in the kitchen and the broom and dustpan are in the cleaning closet in the hallway.

**We supply the following cleaning products: dish soap, trash bags, all-purpose cleaner.*

Q. Do we need to break down the tables and chairs?

No, please leave the tables and chairs set up. Our staff will take care of breaking the tables and chairs down.

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Q. Is there someone we can contact during our event for emergencies?

Yes, the Event Coordinator will leave contact information for the client for emergency purposes.

Q. What is your rate for Holiday rentals?

If a client rents the space on an actual holiday the price is an additional \$100 to the standard rental fee for 3 hours. Our holidays include Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Easter, July 4th, Memorial Day, and Thanksgiving.

Q. Do you decorate for Christmas or other holidays?

No, we do not decorate for Christmas or other holidays. We like to give our clients a "clean palette" to decorate for their specific event.