The Pink Palace Museum
Facility Rental Information

11/15/16
RENTAL POLICY
The Memphis Pink Palace Family of Museums makes portions of its public space available for facilities rental. In order to help care for the Museum and its contents, any and all reservations, agreements, and contracts for the use of the facilities must adhere to the following:

I. Mission
To inspire visitors to discover human cultures, the natural world, technology and the universe.

II. Rental Type Allowed
The purpose of facilities rental is to afford space and appropriate amenities for groups using exhibits, theaters, and programs, or in support of educational activities undertaken by the rental group utilizing the museum buildings or grounds.

In compliance with the policies of the City of Memphis and the PPFM mission, Museum facilities may not be used for political fundraising events (such as rallies).

III. Event Preparation
Arrangements regarding building access, deliveries, additional set-up, and removal of equipment must be reviewed in advance with the Events Coordinator. Additional service fees will apply for events longer than five hours ($250 per additional hour) and all events must conclude at 12am.

IV. Event Responsibilities

1. Deposit
A non-refundable deposit of 50% of the total rental fee is required upon signature of the rental contract. The balance of the rental fee is required three weeks before the date of the event. The client is responsible for all costs incurred including fees pertaining to catering, rental items, decorations, entertainment, audiovisual equipment, and extra security.

2. Equipment Rental
The client is responsible for renting or supplying any equipment needed for the event, such as audiovisual equipment, linens, bar supplies, etc. All equipment must be removed from the Museums public spaces at the conclusion of the event. Failure to do so will result in a penalty fee of $500. The Museum cannot be held responsible for lost, damaged, or stolen supplies, equipment, or other property belonging to the client or the client’s suppliers. The Pink Palace does supply a limited amount of tables and chairs for use during your event (subject to availability).

3. Moving Equipment
The client must provide sufficient moving equipment and staff for the set-up and removal of supplies. The floors in the Mansion and Museum lobby are especially susceptible to damage; therefore, any sliding or dragging of equipment on these surfaces is strictly prohibited.

4. Caterers
All food served during events must be prepared by a caterer from the Museum’s approved catering list. Kitchen facilities are described in the separate Caterers Use and Care Policy. All clients wishing to use a non-approved caterer must have the caterer approved and oriented by the Office of Special Events, and will be assessed a catering fee of $2 per guest. Drop off catering must be approved by the Pink Palace and is subject to a catering fee. All fees not paid within the stated time frame will be subject to additional late penalties and/or cancellation of your event.

5. Florists & Decorators
All greenery or flowers must be treated by a commercial florist to prevent the introduction of insects or pests into the Museum. Special attention should be given to holiday floral displays, which often incorporate plant material gathered from wooded areas, rather than traditional floral supply houses. Live plants such as ferns, ficus trees, or potted poinsettias are strictly prohibited. These actions must be taken to protect artifacts housed in the facility. Delivery arrangements must be made with the Office of Special Events.

6. Cleanliness
Clients and their suppliers are responsible for the removal of items brought into the Museum and for ensuring adequate cleanliness.

7. Hazards
All electrical cords and equipment provided by the client must be installed so as not to present a hazard for guests and must be in accordance with the Memphis Fire Department safety guidelines. All music levels must conform to local noise ordinances. Any equipment, such as stage lighting, must be approved through the Facility Manager three weeks in advance of event.

8. Invitation Approval
The Events Coordinator must approve a sample invitation or announcement for the event prior to its printing and distribution to ensure that the event complies with the rental policies. The Office of Public Affairs must approve any use of a Pink Palace Family of Museums logo.

9. Regulations
The Pink Palace Family of Museums is subject to various regulations, which require the following prohibitions:
- No smoking anywhere inside any of the facilities.
- No fog machines.
- No open flames. (Votive candles may be used in approved areas when placed inside glass holders or containers at table level. If displays are elevated, near fabric or plant material then LED candles must be used.)
- No food or drink in exhibits.
- No scented candles or oils may be used.
- No gum or popcorn.
- No fog machines.
No throwing of confetti or other materials inside or on the grounds of any of the facilities.
Nothing may be hung, nailed, stapled, or taped to any of the facilities walls, ceilings, floors, or furnishings.
Helium balloons are not permitted inside any of the facilities.
Only the approved entrances and exits may be used during the event, designated at the client walk-through.
No animals may be released on the grounds.
Arrangements may be made for caterers and delivery personnel to use alternate entrances after first checking in with security.
Hosts, guests, and all contracted personnel will conduct themselves in a manner benefiting that of a historical structure, respectful of a museum environment and its artifacts and staff.
Non-flash photography is permitted inside the permanent exhibits. All photography is prohibited in temporary exhibits on loan from other museums, unless otherwise approved.
Food and Beverage can only be served in approved areas.
Bars may not be set up in public areas until after business hours. Only approved alcohol usage is permitted.
Only vendors approved by Office of Special Events are allowed on the property.
Loitering is strictly prohibited in the parking lot.

Violations of these policies are grounds for event stoppage and/or eviction from the premises.

10. Off-Limit Areas
To ensure the safety and security of the facility and its contents, as well as to minimize the liability to the client, all non-rented areas are off limits to the guests, clients, caterers, and other client support staff as well as exhibited areas. The Pink Palace reserves the right to rent any unused space not under contract.

11. Entrances/Exits
One Entrance/Exit will be made available during the event. If more than one Entrance/Exit is to be left open, such as required for large events, an extra security guard must be posted by that door, for an additional charge of $100. For events held during public hours, the client may be asked to provide signage marking the event as private, to avoid public confusion with Pink Palace Family of Museums sponsored events. The Office of Special Events must approve the signage.

12. Damages
The client assumes full responsibility for any damages to the physical premises and properties of the Pink Palace Family of Museums and for any personal injuries that occur within the hours during which the event takes place.

13. Rental Staff
A representative of the facility will be on site throughout the duration of the event to ensure the safety of the museum and collections as well as provide basic event coordination. Rental staff will be on hand to address any concerns during the setup of the event. Due to the historic and fragile nature of the museum environment outside event coordinators/planners must be approved to work on the property. If outside event planners are used, the Pink Palace will have staff on hand to ensure the protection of the museum and collections but no event coordination will be provided.

14. Security
The Pink Palace Family of Museums will provide appropriate security personnel for all events, one (1) guard for every 200 guests. Any additional personnel deemed necessary by the Pink Palace for an event shall be provided by the Facility and billed to the client. (See 11. ENTRANCES/EXITS)

15. Parking
- The Pink Palace Museum parking lot accommodates 385 vehicles, including handicapped areas and 16 bus spaces.
- Loitering is strictly prohibited in the parking lot.

16. CTI 3D Giant Theater
The Museum provides a projectionist and hosting staff for the Theater during the event. The Pink Palace Museum Events Coordinator will answer questions and/or schedule a walk-through prior to the event.

17. Use of Tents on the Property
Tents may be set up on the property with approval; however, the use of stakes is strictly prohibited. Tents must be anchored using water barrels.

18. Exhibits
Exhibits are located throughout the facilities. Exhibits are considered “permanent” and cannot be moved. This includes but is not limited to display cases, signage and holiday decorations. Exhibits change periodically; therefore, the museum cannot guarantee that the rented space as listed in the rental contract will appear the same as when originally viewed by the client.

19. Fees and Deadlines
The museum will add a 3% service charge on all credit card transactions. All accounts not paid in full three weeks before the event will be subject to a service charge of 10% of the rental fee. Service charges of 10% of rental fee will be applied if proof of insurance and the final layout are not submitted three weeks before the event. Nonpayment of fees will result in the cancellation of your event.

20. Exceptions
The Pink Palace Family of Museums reserves the right to make exceptions to the rental policy with prior approval by the Director of Museums and/or the Memphis Museums Inc. Board President.

The Office of Special Events
Approved Caterers
Effective 11/15/16

A Moveable Feast… 522-9453
Another Roadside Attraction… 525-2624
Bella Cafè... 636-2407
Carolyn Montfort Catering... 683-5174
CFY Catering… 213-4514
Cindy Krag Catering… 861-0380
Club Windward… 386-5870
Donelson’s Catering… 454-3600
Draper’s… 385-7788
Fascinating Catering… 327-3008
Ferdinand’s… 759-3908
Fork it Over… 278-0028
Garibaldi’s Catering… 327-6111
Heart & Soul Catering… 682-0041
Hog Wild Catering… 522-9453
Iris Etc…504-8400
Me and My Tea Room… 872-7798
M.G. Nabors…590-6094
Simply Delicious Catering… 682-9997
Wade & Company…260-3766
Ziparo’s Catering…752-1996
Memphis Bar-Ties… 428-0182

****The Pink Palace reserves the right to add or remove caterers from this list at any time.
Catering Policy

*We appreciate your cooperation in ensuring the cleanliness and safety of our facility. If you have any questions, please do not hesitate to contact our Events Coordinator at 901.636.2373.*

The Pink Palace Family of Museums offers limited food holding and service facilities for the use of outside caterers during rentals held at any of the facilities. The following policy and procedures have been developed for the information of caterers, their staffs, and their clients, in an effort to promote optimal usage of the facilities and to minimize potential misunderstandings.

A. Because of the limitations of space and equipment, food served at events in any of the facilities must be **prepared off-site**, and all service supplies (dishes, cutlery, linens, tables, etc.) must be brought in and removed by caterers to be **cleaned off-site**.

   Equipment available in the caterer’s kitchen (located in the Exhibition Building) includes the following: a double oven with standard baking compartments, two sinks and a dishwasher, work counters with several electrical outlets. Events held in the Mansion have use of a catering workspace with counter space, sink, and microwave.

B. Caterers must have copies of current **business license, certificate of insurance, as well as their most recent health inspection** on file with the Museum. Outside caterers, if approved, will be charged a $2/guest catering fee due with the final rental balance.

C. Caterers are responsible for unloading, setting up, and relocating all of their goods and supplies using their own hand trucks and dollies.

D. Caterers are responsible for maintaining cleanliness in the kitchen during the event and for returning it to the original state. This includes continuous collection of dishes and trash during events, and sealing and removal of garbage bags to the rear loading dock. **All trash must be placed in sealed bags on the Museum loading dock or Mansion rear stairs at the conclusion of the event.** Tables and chairs belonging to the Museum must be free of food and properly cleaned.

E. Caterers are responsible for assisting the facilities rental staff in the breaking down and storing of tables and chairs used for the event.

F. Drop off catering must be approved in advance and is subject to additional catering fees.

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**Other than the equipment listed, the Pink Palace Family of Museums cannot supply any utensils, service items, beverages, ice, or ice storage containers. Caterers are responsible for any damages to the kitchen equipment due to abuse and misuse.**
Statement of Liability

In order to rent all or part of the Museum facilities, the client must submit a certificate of insurance documenting general liability coverage for the event in the following manner:

Comprehensive general liability insurance, in an occurrence form, in the amount of **One Million Dollars ($1,000,000)** per occurrence for bodily injury, death, property damage, and personal injury. The policy must include coverage for premises operations, blanket contractual liability, products, completed operations, and independent contractors. If the user activities involve the sale of alcohol, then liquor liability in the same amount is also required. The certificate of insurance must name MEMPHIS MUSEUMS INC., THE CITY OF MEMPHIS, THE DIVISION OF PARKS AND NEIGHBORHOODS, AND THE AGENTS, SERVANTS, AND EMPLOYEES OF EACH, from all claims, suits, or proceedings of any nature whatsoever which may be brought against them on account of any injuries to person or property received from the contractor, his agents or servants. THE DIVISION OF PARKS AND NEIGHBORHOODS AND THE CITY OF MEMPHIS, THE COMMISSIONERS OF THE DIVISION OF PARKS AND NEIGHBORHOODS, THE MAYOR AND THE CITY COUNCILMEN AND THE EMPLOYEES, AGENTS, AND SERVANTS OF EACH, shall be named as Additional Insured for the duration of the event.

The user agrees to defend, indemnify, and hold harmless the Museum, the City of Memphis, etc. from and against all claims, damages, losses, and expenses including but not limited to attorneys fees providing such claim, loss, damage, or expense is caused in whole or in part by and act or omission of the user.

Please note that this coverage is a requirement of our underwriters, and in no case can we make exceptions. All renters must present the necessary documentation for museum files prior to the event. *An original copy of this insurance policy must be submitted to the Office of Special Events no later than three weeks prior to the event. A faxed copy may be submitted temporarily.*

Signature ____________________________________________

Date ____________________________________________
The Office of Special Events
Letter of Agreement

Please sign and date this agreement after you have read and understand the terms and conditions of the rental agreement.

If we fail to meet our obligations under this agreement for any reason beyond our control, our failure is completely excused and we may cancel this agreement by returning your deposit. The following is a partial list of events that, if they occur, would be considered reasons beyond our control: strikes, labor disputes, accidents, acts of war, and acts of God. If for any reason the reserved space is not available for the event, we may substitute other space of comparable quality, and you agree to accept this space.

I have read and understand the terms and conditions of the rental policy and agree to pay, and ensure all payment of charges incurred including any audio-visual equipment if utilized. I also understand that all deposits are non-refundable, except in the events mentioned above and the event will be cancelled and all deposits forfeited if client cannot show proof of liability insurance as prescribed in the rental agreement.

Client will be responsible for hiring any outside vendors for this event, as long as the Special Events Coordinator approves them in advance.

Balance for Special Event must be received no later than Three (3) weeks prior to the date of the event or this event will be cancelled.

Company or Group Name

Date of Event

Facility/Room Reserved

Time of Event

Authorized Signature

Date

Museum Representative

Date