

Piper Palm House

FAQ

1. What is included in the rental fee?

- The setup of tables and chairs
- A member of our staff onsite for the duration of your event
- Exclusive use of the building and plaza
- Setup time prior to the contracted rental time slot
- Security onsite to assist guests and ensure your event is not interrupted
- One hour rehearsal booked based upon availability

2. Do I have to use Butler's Pantry?

Yes. Butler's Pantry is the exclusive caterer at the Piper Palm House and must provide all food, beverage, and alcohol. Outside cakes and desserts are permitted.

3. What does Butler's Pantry provide?

Butler's Pantry provides all food, beverage and alcohol as well as linens, glassware, flatware and an impeccable service staff. For more information about pricing, menu options, and room setup, please contact Jackie Stout at 314-881-4338 or at jackie@butlerspantry.com.

4. What is your capacity?

Ceremonies- 200 guests
Receptions- 150 seated dinner with dancefloor

5. Is the Piper Palm House handicap accessible?

Yes, the Piper Palm House is handicap accessible.

6. Is the Piper Palm House air conditioned?

Yes! The building is equipped with heat and AC to ensure guest comfort year round. Our venue staff can adjust temperatures accordingly for your event.

7. Is there a sound system?

No, we do not provide any sound equipment, speakers, etc. Anything required for your event must be contracted through an outside entity, setup and operated by a member of your group or a vendor of your choice. Bands and DJs are welcome but noise levels can be regulated by park staff.

8. When do I have access to the building?

For ceremony rentals, building access is one hour prior to the contracted ceremony time slot. Receptions have access to the building two hours prior to the contracted time slot.

9. When do I need to be out of the building?

Ceremonies- All breakdown and cleanup must conclude by the end of the contracted time slot. Receptions- You will have an additional 30 minutes after the contracted time slot for all breakdown and cleanup. If more time is needed, each additional hour is \$250.

10. Can I store decorations and equipment at the Piper Palm House?

No. Due to the space restrictions and liability reasons, we are unable to store anything prior to or after events. All décor, personal items, etc. must be brought in during setup and removed by the end of your contracted rental time.

11. Are any decorations prohibited?

- If you choose to have candles, they must be in a non- flammable candle holder. Hurricanes and votives are suggested. Open flames are prohibited.
- Helium balloons, string lighting, real rose petals, glitter, seeds, loose lavender, rice, and all types of confetti are not allowed.
- Silk flowers are only allowed when thrown by the flower girl.
- Any puncturing or taping of the walls or floor is prohibited.
- Moving and decorating of the plants, trees, or busts is prohibited.

12. Can my cat, dog, ferret, etc. be a part of my ceremony?

Under no circumstances are animals allowed inside the Piper Palm House. If you choose to have your ceremony outdoors, we would love to have them!

13. What are the dimensions of the archway and Piper Palm House?

- The arbor is 47"x21"x6'10.
- The Piper Palm House is 88'x22'.

14. Can I have an aisle runner for my ceremony?

An aisle runner is not included with the rental of the site; the client is responsible for providing one if desired. An aisle runner is not recommended indoors because the marble flooring can become slick to walk on, especially if any guests are wearing heels. Due to the fact that the plaza is an open air plaza, it can be extremely windy. The aisle runner will need to be weighed down the entire length of the runner.

15. Where do my guests park?

Parking is free on the streets surrounding the Piper Palm House inside Tower Grove Park. Keep in mind that most GPS systems will only get your guests as far as the Magnolia Avenue entrance. We are happy to provide maps and directions for you to distribute to your guests.

16. Will the Piper Palm House be setup by the time we have access to the building to decorate?

Ceremonies- We may need to flip the room after a previous ceremony if there are any changes to the room layout/location. This will take place after the previous event's contracted time.

Receptions- If there are ceremonies/events prior to your reception, we will flip the room after the previous event's contracted time. Please keep this in mind as you are letting your vendors know what time they will have access to the building.

17. Can I rehearse onsite?

The rental fee includes a one hour rehearsal which can take place Wednesdays and Thursdays after 5:00 p.m. or Fridays between 10:00 a.m. – 12:00 p.m. Rehearsals are scheduled on a first come, first served basis and can only be booked within 6 months of your ceremony date. Please contact the facilities coordinator at 314-771-4454 for available times.

18. How and when can I secure an event time?

Events can only be booked 14 months out. A 50% non-refundable deposit and signed contract is required to guarantee all reservations. Tower Grove Park accepts payment in the form of cash, check (made out to Tower Grove Park), and all major credit cards (with exception of American Express). The remaining rental fee balance will be due 2 weeks after the initial booking. A building damage fee is included in the total price; refunded by check 2 to 3 weeks after the event.

19. Where can the Bride and Bridal Party hide before the ceremony?

They can be dropped off behind the Piper Palm House and enter through the back kitchen doors so no guests will see them arrive. The wedding party should expect to come to Tower Grove Park dressed and ready for the ceremony. We will set up a full length mirror for any last minute touch ups.

20. What happens in case of inclement weather?

The Bride and Groom will need to make the decision on whether they plan to have their ceremony indoors or outdoors by their rehearsal date. If they choose to have their ceremony outdoors and there is poor weather the morning of their ceremony, Tower Grove Park can make the decision to move the ceremony indoors.

In cases of snow or ice, Tower Grove Park will only close if the city of St. Louis closes their offices. In this rare case, they will be contacted. There will be no refunds if the client chooses to cancel their event.