# *SUNSET RANCH HAWAII*
## *FREQUENTLY ASKED QUESTIONS*

This document will serve to answer frequently asked questions regarding the use of Sunset Ranch. Please contact us directly at **(808)638-8333** or **admin@sunsetranchhawaii.com** with any additional questions, concerns or if you require additional clarification.

**1. What does the a la carte site fee at Sunset Ranch include?**

The a la carte site fee includes: (i) **exclusive use** of Sunset Ranch from **9:00 am through 9:00 pm**. Clients can use one or all of our six venues, (ii) **two guest suites** for the duration of the event, and (iii) **other amenities**, including but not limited to: outdoor lounge furniture, power cords, silent generators and a restroom trailer.

**2. Please explain event insurance requirements at Sunset Ranch.**

The event insurance requirements, as detailed in the Property Use Agreement, are standard across the industry and can be acquired for a nominal fee via an identified discount provider that specializes in event insurance. The cost of an event for approximately 50 guests is approximately $75. Please refer to the Property Use Agreement for more details.

**3. What is your alcohol policy at Sunset Ranch?**

The terms of our Property Use Agreement allow for clients to responsibly serve, or have a commercial vendor serve, alcohol on site. Specifically, our 'host liquor' policy allows for clients to bring alcohol on site and serve themselves. Commercial vendors, as long as properly licensed and insured, can also serve alcohol on-site. Sunset Ranch will work with hired vendors to insure these standard requirements are met. Please refer to the Property Use Agreement for more details.

**4. Does Sunset Ranch allow any vendor on site?**

Yes. The only exception is our exclusive vendor, Pacific Party Rentals, for all tent and materials needs. There are two primary reasons for this: (i) tent and materials has the greatest impact on the property and our ability to manage the grounds, and (ii) logistically one tent and materials vendor allows for more efficient event management throughout the year. That said, clients are welcome to bid out tent and materials costs to other vendors to ensure competitive pricing. We also provide all clients with our Preferred Vendor list to assist them with specific vendor selection.

**5. What is the policy at Sunset Ranch with regard to music and entertainment?**

There is a City and County of Honolulu sound ordinance that requires all music, live entertainment and/or PA systems be shut off by 10:00 pm. This is required of all permitted venues, and there are no exceptions to this rule. Further, in respect of the surrounding residential community of Pupukea, Sunset Ranch requests that all music be shut off by 8:00 pm Sunday through Thursday and 9:00 pm on Friday and Saturday. Live entertainment and PA systems maintain the following requirements: (i) Speakers must be facing Mauka or towards Waimea Valley; (ii) PA systems, Bass, and Microphones must be set to lowest possible setting; (iii) Music and entertainment volume must not exceed 80 decibels throughout the event. Live bands are only permitted in Sunset Stables. Clients are expected to notify vendors and entertainers of these policies ahead of time and the Site Manager will work with vendors to ensure policies are followed. We highly recommend our preferred DJ that carefully abides by, and respects, these policies.

**6. What is your cancellation policy at Sunset Ranch?**

Sunset Ranch has one of the more lenient cancellation policies as compared to other event venues. Specifically, Sunset Ranch provides a full refund, less a $250 processing fee, for cancellations that happen

within thirty (30) days of booking the venue. Further, after thirty (30) days, Sunset Ranch provides a full refund less a $500 processing fee IF we are able to secure a booking for the site on the cancelled event day. However, there are no refunds after (30) days of booking The Perfect Sunset package. Processing fees are justified by the time to assemble paperwork, but also in consideration of the time that the event date was otherwise off the market.

**7. What is the clean-up and trash removal policy at Sunset Ranch?**

Event clean-up is most often organized by the event coordinator or planner. We ask that clients review our policies with their coordinators or planners to ensure event cleanup is handled properly. We want to be extra clear that a la carte clients are responsible for event cleanup in its entirety. All trash needs to be double bagged and in thick contractor trash bags and placed in our designated trash storage. Trash Removal is included for all Sunset Ranch clients from this point. The Site Manager will conduct a walk through with the coordinator or planner at the end of the event to ensure the property is left in good condition. We will allow event cleanup to continue past 10pm, as necessary.

**8. What restroom facilities are available at Sunset Ranch?**

Sunset Ranch provides: (i) two guest suites, and (ii) a restroom trailer during the event. The guest suites are made available to event honorees, event planners and the immediate family of the event honorees. The restroom trailer is available for all other guests.

**9. Please explain your no pet, no smoking policies, and any other notable policies.**

Sunset Ranch is a pet free and smoke free facility. That said, on occasion we are willing to make exceptions for clients who would like to include a particular animal in their party. As long as the animal is well managed and not allowed to freely roam the property, we can make exceptions. Further, with regard to smoking, we have identified select areas on the property for smoking in order to accommodate clients and their guests, if absolutely necessary. Given the aforementioned, please note that we do prefer to keep Sunset Ranch a pet free and smoke free facility. Please note that all vendors are strictly prohibited from smoking on-site.

As an outdoor venue, we also ask that no one drive on the grass except in designated parking areas, or as approved by the Site Manager. Vendors and event setup crew are welcome to utilize the driveway to unload closer to the event site. We typically setup a vendor parking area as well. If you are unsure where to park, please contact the Site Manager. Also, in consideration of the community, we ask that clients and guests do not honk their horns unnecessarily while in or around Sunset Ranch.

It is extremely important to note that all children must be supervised while at Sunset Ranch. Particularly near the Charlie's Pond area, where there is no Life Guard to watch over the pond, and near horses, during a photo shoot or horse rides.

**10. What overnight accommodations are made available to Sunset Ranch clients?**

Sunset Ranch provides no overnight accommodations on site. That said, we can provide corporate discounts to client guests at many locations around Oahu. On the North Shore, clients receive discounts at: (i) Turtle Bay Resort and (ii) Villas at Turtle Bay. In Waikiki, Sunset Ranch clients receive discounts at: (i) The Modern Honolulu, (ii) Aqua Lotus Honolulu, and (iii) Aqua Bamboo. Clients are provided contact information and discount codes for all of the aforementioned options subsequent booking.

**11. What transportation options are available to and from Sunset Ranch?**

Sunset Ranch works closely with a transport company that is headquartered on the North Shore of Oahu. Transport services can be arranged to and from Turtle Bay Resort, the Villas at Turtle Bay, or any location on the North Shore or in Waikiki. Further, transport arrangements can also be arranged to and from the airport. Please note that we do not allow vehicles larger than 25 passenger vans.

**12. Are we able to hang things from the trees, stake signs in the ground, attach décor to the house, or float items in the Charlie's Pond?**

Clients can hang decorative items from the smaller trees on the property (not the large eucalyptus tree at Sunset Meadow), so long as the trees are not damaged and all décor is removed after the event. It is required that you hire Pacific Party Rentals to install all lighting and décor higher than 12 feet. You are also welcome to stake directional signs or other items in the ground, within reason. Please ask the Site Manager before staking anything into the ground. Attaching décor to the house is also allowed, but can be a little tricky. We do not allow anything to be nailed or stapled to the house, however with a little creativity it is possible to attach items to string and tie strings to posts and beams, or attach stick-on hooks to the house. We do not allow clients to float decorative items in Charlie's Pond as it is an active aquaculture pond where tilapias are raised. We also ask that you do not move *any* ranch furniture without permission from the Site Manager.

**13. How well is Sunset Ranch lit at night? Are open flames allowed?**

There is ample lighting on the property with floodlights at all corners of each building, as well as a large flood lamp on Sunset Stables that faces out towards our parking areas. Client guests will be able to see around the property. Additional lighting in certain parking areas may be preferred for larger events. We *do not* allow tiki-torches or open flame candles; we ask that clients use LED candles and lamp lighting options instead.

**14. Can we take photos with a horse? Can we have horse rides at our event?**

Absolutely! While we do not allow anyone into the lower boarding pastures; we can arrange for a trainer to bring a horse to you for a nominal fee. Photos can be taken mounted or standing next to the horse. Horse rides are led by a trainer and also available as an activity for your event. Please let us know and we will be happy to arrange horse photography or horse rides for your event.

**15. Are we required to hire an event coordinator or planner?**

Yes. Sunset Ranch does offer a 30-Day Coordination service at a very reasonable fee. That said, we allow clients to use outside planners or coordinators of their choosing. While many couples are well capable of planning their own event; we have found that a professional most often makes for a much smoother event. Please contact us for more information on our 30-Day Coordination service. You can also find a summary of the offering on our web-site.

**16. Do you have kitchen facilities? Where does catering set up?**

While we do not have kitchen facilities; we have two make-shift catering locations on property. The location will depend on the venue selected (Charlie's Pond or Sunset Stables). We do have a refrigerator to accommodate smaller items such as floral or cakes.

**17. How is parking set up? Who directs parking?**

Parking is set up with rope and posts by our staff on the day of your event. Parking locations will be based on event layout and design and is ultimately determined by the Site Manager. Parking will be clearly marked. While we do not require a professional parking service; we do ask clients to appoint someone to assist with directing parking as guests initially start to arrive (at least 30-45 minutes prior to event start time). The Site Manager will review parking directions with your designated attendant. It is very important that no guests drive on the grass except within the designated parking areas.

**18. How many visits are we allowed prior to our wedding date?**

Once you book with us, we allow one planning visit prior to your event and one rehearsal visit up to a week prior to your event. The planning visit is a great opportunity for you to talk through the details of your

event with our Site Manager or your family, friends and event coordinator or planner. We kindly ask that wedding rehearsals be no longer than one hour.

**19. Do you have back-up ceremony and reception locations in the event of weather?**

Yes. We have a designated covered ceremony location along the veranda of the main ranch house surrounding the interior courtyard. This area can be set-up and designed creatively to create a perfect sheltered area for your wedding ceremony. Sunset Stables is also a great back-up reception area in the event clients haven't reserved a tent, or simply feel the venue will provide more shelter. Please just note that the decision to use Sunset Stables as a back-up location will have to be made soon enough to provide adequate time for event set-up and design.

**20. Are we able to setup our event the day before and breakdown the day after?**

Yes. Due to our exclusive vendor relationship with Pacific Party Rentals, we can accommodate set-up and breakdown of large equipment at an alternate time, as the schedule permits. Also, while tent and materials breakdown can happen the day after the event; we do require all other event breakdown and clean up happen the evening of the event. We do our very best to accommodate clients for all design, layout, set-up and takedown needs.

**21. Are we able to use all areas of the property?**

Clients and guests are able to enjoy all designated event areas throughout the entirety of your event at Sunset Ranch. We ask that guests do not wander to non-event areas, including the upper and lower pastures, and the area near the property cottages.

**22. What do we need to know about setting up our event in Sunset Stables?**

Sunset Stables is a versatile venue that can accommodate any size event. Partitions of your choice may be used to achieve an intimate setting, while the entire barn is suitable for larger events. Sunset Ranch has up to 5200 square feet of carpet available as a flooring option, or the rubber flooring can be left as is. Sunset Ranch also has a fabulous set of wrought iron chandeliers that can be rented as a lighting option. Please view our event rental options on our website.

**23. Is there anything else we will need to know about setting up our event at Sunset Ranch?**

Since Sunset Ranch is an outdoor venue, wind can sometimes be a factor in event setup. It is recommended that clients use wind clips for all outdoor linens, and secure all top-heavy, tall floral vases and décor items with a heavy weight at the bottom. Sidewalls are also recommended for tents to ensure complete protection against any weather. Dance floors are not required, but recommended, especially for events in Sunset Stables. Sunset Ranch also offers lawn games, decorative directional signage, and honey favors for your event. Please find our list of rental items on our website store. Please see our Rules and Regulations for a quick glance of all event policies at Sunset Ranch.