



Frequently Asked Questions

Payments & Booking

What forms of payments are accepted?

Payments can be made via cash, credit card (Visa, Mastercard, Discover only), or check. Credit card payments can be taken over the phone. Checks are made payable to "Deep Creek Landing Marina."

Do you offer any discounts?

10% off rental fee (not security deposit or cleaning services) for active-duty military. Government issued ID must be presented at time of booking. The lessee must be the one who qualifies, this cannot be a relative or associate of the lessee.

What is the fee schedule?

Lessee must pay 50% of the rental fee plus the security deposit at the time of signing to secure the date. The final 50% of the rental fee and optional services are due 60 days prior event date. The remaining 50% of the rental fee can be broken up into multiple payments, at the discretion of the General Manager and the lessee, but the final payment is still due 60 days prior to the event date.

Are there different prices for holiday dates?

Yes, please see our Holiday Rate price list either on our website or it can be sent via email.

What is your cancellation policy?

The initial 50% rental fee is non-refundable. The \$250 is refundable, less a 15% processing fee. No refunds of any rental fees or services will be refunded if canceled 60 days or less to the event date.

Do you allow reschedules?

We do not allow rescheduling of event dates unless it falls under the Force Majeure clause.

What is your Force Majeure policy?

At the discretion of Deep Creek Landing Marina's General Manager, rescheduling will be allowed, only once, due to acts of God, acts of war or terrorism, pandemics, hurricanes or loss of power at the facility.

Can potential lessee place a hold on a date?

As we have many people interested in booking Keffer Hall, we do not hold dates without a signed contract, 50% of the rental fee, and security deposit.

When is the security deposit refunded after an event?

Security deposit returns can take up to 14 business days. If there is an issue during the post-walk through, you will be notified and deduct it from your deposit.

Amenities

What are the parking accommodations?

We have parking in front of Keffer Hall, with additional parking in our gravel lot. If more parking is needed, there is ample parking outside of Marina Bluff (housing association) on Marina Lane.

When can the lessee get into setup?

Event staff, event party, etc. can access Keffer Hall and the bridal suite at 9am on the day of the event. We cannot, under any circumstances, allow access to the facility before 9am or the day prior.

Can the lessee or event rental company drop off chairs, tables, tents, food, etc. the day prior to the event date? Can lessee or event rental company pick up chairs, tables, tents, etc. the day after the event date?

Due to liability issues and other events booked, we cannot allow you or event rental companies to drop off event equipment or food the day prior to the event date or be picked up the day after the event date. A \$200 charge will be added if any event equipment, silverware, linens, etc. that is left the day after an event.

What is the event time policy?

We have no policy on when your event can start; however, all events must end at 10pm. All guests must be out of the building by 10pm. Cleanup (if you selected to do your own clean up) is from 10pm-11pm. Everyone must be out by 11pm.

What is your rehearsal policy?

Lessee is allowed to use the area outside with the arbor for a dress rehearsal for 1 hour. This must be booked with the General Manager. There is no guarantee on date and time due to other events being held at Keffer Hall.

Can the wedding party, wedding planner, vendors, etc. come before the event for table set-up checks, etc.?

We are happy to allow you and your planners access to Keffer Hall before your event to check table set-up ideas and so on. However, you must call ahead and schedule an appointment. This is to ensure we have the proper amount of time available and helps us to ensure there are no interruptions to any events that may be taking place.

Do you offer cleaning services?

We offer a \$300 cleaning service, if you do not wish to clean up after your event. You will still be required to take out all the trash, close and lock all windows, and lock the doors. Please note, if there is an excessive amount of cleaning needed (ie over 3 hours of cleaning) or excess damages to the facilities or grounds, the security deposit will be used to cover these expenses. If it exceeds the security deposit amount, you will be billed for the excess.

If you are doing your own cleaning, we do have cleaning supplies, a vacuum, broom, and a mop located in the kitchen. We do offer spare trash bags as well.

Do you offer ice for the event?

We have an ice machine located outside of Keffer Hall. Please note, you will need coolers to store ice, as the ice machine is not located inside Keffer Hall.

Do you offer AV equipment, TV, stereo, speakers, dance floor, etc.?

We do not offer those amenities. However, a dance floor is not really needed in Keffer Hall, as the carpet is low pile.

Do you provide security for the event?

We provide security to help with parking, monitor security cameras, make sure you and guests are staying within the House Rules guidelines, etc.

Do you have handicap accessibility?

We have a handicap ramp going into Keffer Hall. The bridal suite has five small steps to get into the room.

Vendors

Do you require specific vendors?

We do not require you to use any specific vendors. You are free to choose your own vendors to create your perfect event. We do offer a list of vendors who have worked here before if you would like to start with some ideas. We always recommend that the vendors you choose have valid business licenses and valid certificates of insurance.

Can the lessee or caterers cook food on-site?

Yes, we have a fully equipped kitchen with oven, stove, microwave, multiple sinks, and large refrigerator and freezer. You are allowed to bring grills or a smoker, however, those items must be kept and used in the parking lot. We can set up cones to block off designated spaces if you need.

Regulations

For full list of House Rules for Keffer Hall, please see "House Rules" that is given to lessee at the time of the contract being signed.

What decorations can or cannot be used?

ALLOWED: Decorations can be taped using ONLY 3M SAFE REMOVABLE TAPE. If any damages come to the walls, arbor, siding, etc., this will come out of the security deposit. Sparklers or biodegradable materials can be used for outdoor exits (please make sure they are cleaned up properly). All decorations must be taken down at the end of the event. No tape can be left on walls.

NOT ALLOWED: No floating lanterns, candles, or open flames of any kind. No glitter is allowed on decorations, clothes, etc.. No fog machines.

What is the alcohol policy?

If you are providing your own alcohol, you must obtain a Virginia ABC Banquet License no later than 3 weeks before your event date (that is how long it takes for Virginia ABC to process the request). This can be done through their website. If you have a caterer providing alcohol, they typically have their own license.

What is the smoking policy?

No smoking is allowed within the facility, bridal suite, or within the covered porch. All cigarette butts must go in proper receptacles, not in the plants or bushes.

What is the pet policy?

*Pets are **only** permitted outside of Keffer Hall and the bridal suite (even with a crate, they are not allowed indoors). Pets must be kept on a leash and always supervised.*

What is the policy for going onto the docks at the marina?

Only the wedding party and the photographer are allowed to go onto the docks for pictures. Please note, we have people living on their boats and they do not want to be interrupted by loud guests on the docks. If children are a part of the wedding party, they must be accompanied by their parent or guardian. Under no circumstances can children be left alone on the docks without a parent.