

EST. 2021



# MISSISSIPPI CROSSINGS



CHAMPLIN, MINN.

## *FAQs*

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### ***Booking Questions***

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“Can I save a date?”

Yes, we can put a hold on a date for up to one week if more than 30 days out.

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## “How do I reserve the space?”

Fill out the [online permit application](#) or mail in a [permit application \(PDF\)](#) for review by staff. A 50% down payment is due at the time of booking. The remaining 50% is due 30 days before the event. If your event is less than 30 days from the date of booking, payment is due in full.

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## “Can I send a check in the mail?”

Yes. Please note, your date is not official until payment is received. Checks can be written out to “City of Champlin” and mailed to: Mississippi Crossings | 11955 Champlin Drive | Champlin, MN 55316. Please fill out the [online permit application](#) or mail in a [permit application \(PDF\)](#).

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## “When are the 2nd half of the fees due?”

All fees are due 30 days before the event. If your event is under 30 days, the full rental is due.

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## “What if I’m late on payment?”

We cannot open the doors for the event without payment in full.

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## “What is the capacity?”

The Main Room seats up to 120, overflow seating up to 150 and standing 170. The Conference Room seats up to 24.

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## “Are we able to use the Conference Room or is it required to rent the full event center?”

We reserve the right to book the full event center (both the main hall and the conference room) 6+ months out. If your event is within the next 6 months, we can book the conference room only at an hourly rate. [View the rate sheet](#). If you’re interested in multiple day use of the conference room or a recurring rental, please contact us for options.

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## “Is it required to rent the space for 12 hours?”

We reserve the right to book the full event center, for all 12 hours, 6+ months out. If your event is within the next 6 months, we can allow bookings of the space hourly with a 4-hour minimum. [View the rate sheet.](#)

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## “How do hourly rentals of the event center work?”

If your event is within the next 6 months, we allow the space to be rented hourly with a 4-hour minimum. Hours must include time needed for set-up and clean-up.

- 1 Hour - Set Up
- 2 Hour - Event/Meal/Program
- 1 Hour - Clean Up

If you need more time, we can add at an hourly rate. [View the rate sheet.](#)

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## ***Catering Questions***

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### “Do you have an on-site caterer?”

View the [preferred caterers and beverage vendors list](#). You may request to use your own caterer for an additional fee. [View the rate sheet for details](#). All caterers must provide proof of MN state license, insurance (if serving alcohol, name the City as additionally insured), and be approved by facility management 30 days before the event.

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### “Can we provide our own food?”

All food must be prepared in a commercial kitchen or by a licensed food supplier. We make exceptions for culturally specific items or special desserts from bakeries. Main entrees, appetizers and desserts must be provided by a licensed food supplier.

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## **Bar Questions**

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### **“Is alcohol allowed at the venue?”**

Alcohol on City property is allowed in designated event areas with a permit through the city. Alcohol requires an insured catering or bartending service (provide proof of insurance 30 days prior). Additionally, a Park Patrol Officer is required at the event during the entire duration of the rental. [View the rate sheet for details.](#)

To recap service of alcohol requires:

1. A Permit for Alcohol
  2. An Insured Bartending Service (must provide proof of insurance **30 days prior**)
  3. A Park Patrol must be on site
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### **“Can we provide our own alcohol?”**

Yes, an additional alcohol permit is required as well as hiring both an insured bartender (provide proof of insurance 30 days prior) and Park Patrol. [View the rate sheet for details.](#)

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## **Event Logistics Questions**

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### **“Can we drop off items the day before?”**

This isn't something we can guarantee, however, as we get closer to the event, we would be able to consider an overnight storage fee. [View the rate sheet for details.](#)

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### **“Can we leave items to be picked up the next day?”**

This isn't something we can guarantee, however, as we get closer to the event, we would be able to consider an overnight storage fee. [View the rate sheet for details.](#)

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### **“Can we leave our gifts overnight locked up somewhere?”**

No, this isn't something we can handle from a liability standpoint.

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## “Do I need all event details figured out when I reserve the space?”

No, we can add time as plans finalize. The 30-day mark is when we need to solidify details.

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## “Can I get in early for set up?”

We can add on time. Reminder the doors remain locked until your scheduled rental start time. Look for a final invoice, and with payment, we'll secure the staff to open the doors earlier.

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## “What if the party is really fun and we want to stay later?”

We will stick to the hours outlined in the permit. There are great after-party spots in the area like Willy McCoy's and Clive's.

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## “What is the facility manager in-charge of that day?”

The venue, the bathrooms, utilities, as well as inventory of tables, chairs, and furnishings. We will ensure the tables and chairs are set per the selected venue [floor plan](#).

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## What role does your facility manager play?

The manager on duty oversees the space, including making sure all the items we promised are in place. We open the doors, set the temperature and ensure the space is clean. We show you the lights, sound system, and projector. We ensure food and beverage is according to plan. If for any reason we have building specific issues, like plumbing or electrical, we're here to troubleshoot. The event will be run by you or your event coordinator, to include guest check in, registration, presentation, ceremony, celebratory toasts and/or speeches, décor, vendors, etc.

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## Is Security Required?

Security is not required if alcohol is not present. However, all events serving alcohol will require Park Patrol for the duration of the rental. Park Patrol will be arranged by our staff.

[View the rate sheet for details.](#)

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## Are Pets allowed?

Pets are allowed in designated areas. Unfortunately, they are not permitted inside the building.

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## “Can we rearrange the furniture?”

We will work with you to plan the space, including tables and chairs. Big items like the couch and lounge seats need to stay in place. Please select your desired [floor plan](#) in advance.

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## “Can we move the furniture around when we get there?”

If it's a lightweight item, like a chair or small table, yes. If it's a heavier item, like a high top or coffee table, no. We ask for a [floor plan](#) so we can set it up. Any damage will be billed.

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## “What happens if I need to cancel?”

All payments made to date are non-refundable.

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## “What happens if I need to reschedule?”

We will work with you to find another date that's available within 6 months of your original date and your original rental payments will move forward. If you reschedule more than once, please understand there will be an administrative fee.

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