

THE PICNIC LOFT

FREQUENTLY ASKED QUESTIONS

Luxury Picnic & Special Event Experiences | Charlotte, North Carolina

We are so happy you are considering The Picnic Loft for your celebration. Planning something special can come with plenty of little questions, so we gathered the answers clients are most likely to need in one easy place. We want you to know exactly what to expect, how to prepare, and how to reach us when you need help.

Booking & Payments

How do I reserve my date?

A non-refundable deposit is required to reserve your date and time. Your reservation is not secured until the required deposit has been received.

What are my payment options?

There are two different ways to book, and the payment options are different for each:

Book directly through our website: You can complete your booking online using a debit or credit card. **Afterpay and Klarna are not available through direct website booking.**

Want to use Afterpay or Klarna? First submit the **Contact Me form** on our website and request an invoice. Afterpay and Klarna are available **only through an eligible invoice after it has been requested through the Contact Me form.** Availability and approval are determined by the payment provider.

Important: If you book directly on the website instead of requesting an invoice, your available payment method is debit or credit card and the invoice-only payment options will not appear.

When is the remaining balance due?

The remaining balance is due no later than 48 hours before your scheduled event unless a different arrangement has been approved by The Picnic Loft in writing. Please make sure your balance is completed by the deadline so there is no interruption to your scheduled service.

Can I make changes after I book?

Please contact us as early as possible. Changes involving the date, time, location, guest count, color palette, or other event details are subject to availability and may affect the final cost or setup requirements.

Can I reschedule?

Yes. One reschedule is permitted when requested at least 3 days before the event and is subject to availability. Additional reschedule requests may require a new booking and deposit.

What if I cancel?

Deposits are non-refundable. Payments already made are handled according to the terms connected to your reservation. Please notify The Picnic Loft as soon as possible if your plans change.

Locations & Venue Requirements

Where can my experience be set up?

Experiences can be created at suitable private residences, backyards, approved venues, indoor spaces, apartment communities, and outdoor locations when the selected property or venue allows the setup.

Do you offer indoor setups?

Yes. Indoor setups are welcome as long as the space is suitable for the reserved experience and our team has reasonable access for unloading, setup, and breakdown.

Can my event be held at a public park?

Yes, when the selected park allows the setup and all required permits, reservations, or approvals have been secured. Venue and park rules can vary, so they must be confirmed before the event.

Who is responsible for permits or property approval?

The client is responsible for confirming and securing any required permit, reservation, approval, or fee for the selected park, venue, apartment community, rental property, or other location unless The Picnic Loft specifically agrees in writing to handle it.

What location information should I provide?

Please provide the correct address, parking information, gate or entry instructions, access details, and any property or venue rules that could affect unloading, setup, or breakdown. If access requires a code, concierge approval, elevator reservation, or special parking instructions, please provide that information before setup day.

Do you travel outside the Charlotte area?

Travel outside our standard service area may be available. Additional travel charges apply to qualifying locations and are communicated before the event.

Weather & Outdoor Experiences

What happens if it rains?

Outdoor experiences are weather dependent. If rain, storms, wind, wet ground, or other conditions make the setup unsafe or unsuitable, The Picnic Loft can recommend moving the experience to an appropriate indoor or covered location or rescheduling.

Should I have a backup location?

A suitable indoor or covered backup location is strongly encouraged for outdoor events. Sharing your backup plan early helps us respond more smoothly if the weather changes.

What if it stops raining but the ground is still wet?

Ground conditions still matter after rain stops. We must protect guests, rugs, furnishings, decor, and equipment. The Picnic Loft will not complete an outdoor setup on ground that is unsafe or unsuitable.

Can an outdoor setup be changed for safety reasons?

Yes. The Picnic Loft can modify, relocate, delay, or discontinue part of a setup when severe weather, unsafe ground, restricted access, venue intervention, or another condition creates a safety risk to guests, staff, or equipment.

Setup, Arrival & Event Timing

How early does The Picnic Loft arrive?

Our team arrives before the scheduled event start time as needed for unloading, staging, and setup. Setup time varies depending on the size and complexity of the experience.

Do I need to be there during setup?

You do not need to remain beside our team throughout setup, but the responsible contact must be reachable in case we need access, directions, or other event information.

Do I need to approve the setup before your team leaves?

Yes. Once setup is complete, the client must send confirmation by **text message or email** that the booked setup and service have been received. Please be available or reachable at setup completion. **The Picnic Loft will not leave the event location until this confirmation is received.**

What happens if I arrive late?

Your reserved experience begins and ends at the agreed times. Arriving late does not automatically extend the event time.

Can my event time be extended?

An extension may be possible when requested in advance and when our schedule allows. Additional charges may apply.

Does your team stay for the entire event?

Unless on-site service is specifically included in your reservation, our team completes the setup and returns for breakdown and pickup at the scheduled end time.

What happens at the end of the event?

Guests should be finished with the setup by the scheduled end time so our team can begin breakdown and pickup. Rental items must remain at the event location for our team to collect.

Food, Beverages & Personal Items

Is food included?

No. The Picnic Loft does not provide or include food. Clients should plan to provide their own food if desired.

Are beverages included?

No. The Picnic Loft does not provide or include beverages. Clients should plan to provide their own beverages if desired.

Can I bring my own food and drinks?

Yes. Clients may provide their own food and beverages and are responsible for following all rules of the selected venue or property.

Do you provide alcohol?

No. The Picnic Loft does not provide alcohol. Clients are responsible for following applicable venue rules and requirements for anything they bring.

Can I bring a cake, desserts, or other personal items?

Yes, as long as the selected venue allows them and they can be safely accommodated within the setup. Please let us know in advance about larger items or anything requiring special placement.

Can I bring my own decorations?

Please discuss personal decorations with us before the event. We want to make sure they can be incorporated safely without interfering with the planned design, rental items, or venue requirements.

Decor, Rentals & Customization

Will my setup look exactly like a photo I saw online?

Your setup will follow the selected design, agreed color palette, and overall style. Minor substitutions can be necessary because of inventory, availability, flowers, location conditions, or other circumstances. When a substitution is necessary, The Picnic Loft will preserve the overall style and value of the experience.

Can I choose my colors?

Color preferences can be discussed during the booking process. Available colors and customization options depend on inventory and the type of setup reserved.

Can I request something that is not shown on the website?

You are welcome to ask. Custom requests are reviewed based on availability, event location, preparation time, inventory, and whether the request can be completed safely and professionally.

Can I take the decor home after the event?

No, unless an item has specifically been identified as a take-home item. Furnishings, tableware, props, signs, structures, decor, vases, and equipment supplied as rentals remain the property of The Picnic Loft.

What happens if something is damaged?

Guests must use rental items with reasonable care. The client is responsible for repair or replacement costs for loss, misuse, excessive staining, or damage beyond normal wear.

Guests, Children & Pets

Can I add guests after booking?

Please contact us as soon as possible. Additional guests are subject to space, inventory, venue rules, and availability. Additional charges may apply.

Are children allowed?

Yes, when appropriate for the selected experience and venue. Children must be supervised by a responsible adult, especially around candles, glassware, furniture, decor, and other rental items.

Are pets allowed?

Pet rules depend on the selected venue or property. If you plan to bring a pet, please tell us in advance and confirm that the location allows animals. Pets should be supervised around rental furnishings, food areas, and decor.

What if someone in my group needs easier seating or accessibility accommodations?

Please tell us before the event. We will discuss the setup and location with you so we can determine what reasonable adjustments are possible within the selected experience and available space.

Photography & Privacy

Will you photograph my setup?

The Picnic Loft may photograph or record completed setups for our portfolio, website, social media, and other business content.

Will you post photos or videos of me or my guests?

The Picnic Loft requests permission before using identifiable client or guest images for promotional purposes. Please communicate any privacy request before the event.

Can we take our own photos and videos?

Absolutely. We encourage you to capture your experience. Please use reasonable care around rental decor, furniture, tableware, and equipment.

Before & After Booking

What happens after I book?

After your reservation is secured, please review your booking details carefully. We may contact you to confirm information such as the location, start time, access instructions, event details, and any information needed to prepare your setup.

What should I check before event day?

Review your booking confirmation and invoice, verify the event address and start time, confirm whether the setup will be indoors or outdoors, provide access instructions, secure required venue or property permission, complete your remaining payment by the deadline, and share any important changes or weather backup details as early as possible.

What if my venue changes its rules?

Please tell The Picnic Loft immediately. Venue restrictions can affect the size, placement, equipment, or type of setup we are permitted to complete.

Who should I contact if I have a question?

Please contact The Picnic Loft through our official website or the contact method shown on your booking confirmation. Clear communication before the event helps us prepare your experience properly.

Still have a question?

Please reach out through The Picnic Loft's official website or the contact method shown on your booking confirmation. We are happy to clarify the details that apply to your reservation.

FAQ note: This guide provides general customer-facing information and may be updated as our services or requirements change. For a specific reservation, the terms shown on the applicable invoice, booking confirmation, or written agreement control if they differ from this FAQ.