



**HERITAGE**  
— VENUES —

## Frequently Asked Questions

To help plan your wedding day, here are some frequently asked questions and answers we hope you'll find useful. For speed, just click on the item in the Table of Contents below to go direct to that topic.

Our team are always on hand to answer your questions, but we would appreciate you checking the FAQs first, particularly during peak season, as the vast majority of your queries are likely to be covered here.

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## Viewings and Visits

### Can we visit at any time?

There are times when our clients' privacy means viewings and visits can't be made. Please contact us on 01628 90 60 40, or send us an email to [info@heritagevenues.com](mailto:info@heritagevenues.com) to book your visit.

Weekdays 10am-4pm, and Saturday mornings while the venue is being set up for a wedding, are usually the best times. This also applies if you want to arrange a time to visit with suppliers, friends and family members.

### What happens at a viewing?

Our experienced sales & events team will show you around the whole venue, tailoring your viewing to the time of year you are thinking of getting married, and your vision of the day. They will provide you with lots of information and suggest options based on the information you give them. Please allow around 45 minutes for the viewing, after which you are very welcome to look around unaccompanied, taking your time to begin shaping your ideas. We have photo-books available and our website is regularly updated to show the venue's potential and provide inspirational ideas.

### Who are Heritage Venues Ltd (HVL)?

The HVL team acts as the sales agent for Stanlake Park (SP) and deliver all events at the venue, including high end catering by our own Chefs. Initially you'll liaise with our sales team for viewing and booking, then our dedicated operations team throughout your planning, and our event team on the day.

### Why book Stanlake Park and Heritage Venues?

As well as falling in love with the stunning venue when you view, your experience of the HVL team from your first contact will demonstrate our very strong culture of customer service. We become your trusted partner to deliver one of the most important days of your lives, which is reflected in the wealth of incredible reviews we receive – including feedback on the amazing food produced by Krimo Merrir and his team. We encourage you to browse through them all, available on both the Stanlake Park Weddings and Heritage Venues web sites.

## Booking and Beyond

### Can I hold a date?

Yes, once you have viewed the venue and decide you want to book, we'll hold your date for a maximum of three days so you have time to review the Terms & Conditions (T&Cs) for both the venue and event management/catering, and make payment. This also provides you the opportunity to speak to your local church or registrars.

Payments are made to SP for venue hire, and later to HVL for catering – see schedule below. The HVL menus/price lists cover the cost of all their services from beginning to end.

### What's needed to secure my booking?

A 25% payment of the venue hire fee to SP for your date, plus an electronic copy of your signed booking form and both the SP and HVL T&C's. Phased payments for the remaining 75% are shown below.

Payment schedule: please see T&Cs for full details.

Payment Date	Scheduled Payment
On booking* 3 months later 13 months prior to wedding date	25% of Venue Hire fee to LML 25% of Venue Hire fee to LML 50% of Venue Hire fee to LML
6 months before the Event Date	Minimum Spend to HVL**
One month before the Event Date	The unpaid balance of the Total Cost to HVL
On receipt of invoice or card payment on the Event Date	Any unpaid balance or additional payments (e.g. bar tab, additional purchases, damage, etc) to HVL

\* Phased Venue Hire payment periods do not apply to any booking made within a 12-month period of the event date. In this case the full Venue Hire payment is required to secure the date.

\*\* Minimum Event Management & Catering spend is £5000 Inc VAT for Wednesday, Thursday & Sunday (excluding Bank Holidays)

Minimum Event Management & Catering spend is £6600 Inc VAT for Friday & Saturday

HVL Prices are current at the time of publication and are subject to change in line with market rates. Prices will be held at the current published rate 6 months before your wedding date/

### What happens after I've booked?

One of our dedicated team will be in touch to introduce themselves and provide links to some useful planning resources such as a table plan and dietary requirement spreadsheet, supplier chart, planning timelines and schedules.

Within 12 months of your date you will be invited to your menu tasting.

At 6 months your operations contact will be in touch to go through the necessary planning documents required and book in a meeting to discuss the requirements of your day. This meeting will take place 8-10 weeks ahead of your wedding date.

We understand that once you've confirmed your booking you'll be busy with many other things, so we won't take it personally if we don't hear from you for a while! In the meantime, we recommend using the

excellent planning tools on web sites such as Hitched and Bridebook to make the process stress-free – as well as the Planning documents on the HVL web site: <https://www.heritagevenues.com/stanlake-park/wedding-planner/>

We strongly recommend you take out reputable and comprehensive wedding insurance on the day you book the venue, including Public and Personal Liability.

## **On-Site Ceremony:**

### **Where is licenced for a Ceremony onsite?**

Stanlake Park has 2 licensed spaces for ceremonies - the Coach House (guests can also sit outside the barn, facing you as you marry just inside the space) and the Vineyard Barn for larger ceremonies, including the courtyard. For a limited period under Covid regulations, outdoor ceremonies can also be held in front of and facing the clock tower. Your guest numbers may dictate which of these options will be best for you.

### **Who books the Registrar?**

This is something you need to do direct as early as possible – Wokingham Council have a helpful page on their web site at:

<https://www.wokingham.gov.uk/births-deaths-and-marriages/marriages-and-civil-partnerships/>

Stanlake Park is a registered and approved venue.

A Celebrant can also be booked – see our approved suppliers list

### **What is the civil ceremony fee?**

If you are having an onsite ceremony, once you have booked your Registrar or celebrant please let us know, as the civil ceremony fee will need to be added to your quote. The fee covers the setup of the ceremony area with all chairs (indoor use only), tables, linen, use of speaker systems, cleaning thereafter.

### **What do we use for seating if we have an outdoor ceremony?**

You are welcome to hire in your own seating should you wish, or we can supply white folding ceremony chairs, for which there is an extra charge. Please refer to the Event Management & Catering price list for full details.

### **What happens if it rains- wet weather plans for outdoor ceremonies?**

If you've planned an outdoor ceremony, but on the day have to make an unexpected decision to have the ceremony indoors instead due to the weather, as long as your numbers are as such that they will fit within the Coach House (100 max), this is fine and chairs can be set up inside the Coach House instead. However, in general, we ask where possible that the call is made as far in advance as possible (at minimum the day

before set up is due to begin). If your guest number is higher and the change would mean having an indoor ceremony in the Vineyard Barn, more notice would be required as it changes set up for the wedding breakfast and extra staff would be needed for turnaround. Any suppliers who are part of the outdoor setup e.g. florists or musicians, will also need to be made aware by you so they know where to set up.

## **Off-Site Ceremony**

### **What Churches are closest to Stanlake Park?**

- Ruscombe: St James the Great Church
- Twyford: St Mary's Church
- Twyford: United Reformed Church
- Hurst: St Nicholas Church
- Waltham St Lawrence: St Lawrence Church

### **Can we come in to dress the venue ourselves?**

You're welcome to do this, but we ask that you use suppliers for decorations that require high ladder work such as lighting, bunting from the rafters, etc. Your suppliers must provide their own ladders. See the separate Information for Suppliers sheet at the end of this document for the information we need well in advance if they are not our approved suppliers. Please also note that hay bales are not allowed due to the difficulty in clean-up and removal. Decorations around the venue must not use nails or pins to protect the building fabric.

Time of access on the day for you and/or your suppliers is by prior arrangement and is agreed at your Operations meeting. Generally, anything after 8am will be fine, and please discuss earlier access with us well in advance.

### **Can I come in the day before and set up?**

We can't promise the day before will be available as it's very likely there will be a booking, so please prepare for same day set up. Couples will quite often make this a duty of their Ushers and/or family members. If 7 days in advance the venue is still available the day before, you'll be welcome to plan your set-up then, and this should be discussed with your operations contact. Alternatively, we are happy to provide extra staff to set up personal touches for each table, including table numbers, name places and favours for which there is an extra charge. Please refer to the Event Management & Catering price list for full details.

### **When must we vacate?**

Bands or DJs will stop playing at 11pm, followed by background music, leaving your party to wind down until 11.30pm when the bar will close – all guests to leave the venue by midnight.

We would appreciate your cooperation in ensuring guests leave at the appropriate time, and as quietly as possible, in consideration of our neighbours. It is a good idea for someone within the party (quite often

bride and grooms' parents) to be asked to take responsibility for this to happen and gently encourage guests to leave. In extreme circumstances if there has been undue delay in guests departing, we may need to charge extra staff time accordingly.

#### **When must we / suppliers collect things left at Stanlake Park overnight?**

Everything (including guests' cars) to be collected between 9am and 11am the following day (please note that collection by 10am may be necessary where there is another event the following day) – Bank Holidays may require different timings by arrangement. Your items will be placed in a designated area for collection between these times, and if the main gates are closed (Mondays and before 10am) please press the Trade button on the keypad, but no others. It's very important the deadline isn't overrun as there may be another event in progress! Please ask suppliers to liaise with us well in advance so we can agree set-up and removal times around our cleaning schedule and set-up for the following day. Also see 'Essential Information for Suppliers'.

### **About the Venue**

#### **What's included in the licence fee?**

The exclusive hire of the whole of Stanlake Park wedding venue areas for your day, from 8am and standard end time of carriages at midnight – please refer to Stanlake Park (SP) T&Cs for the specific areas. Also included are wireless microphone in the Vineyard Barn, table microphone for ceremonies in the Coach House, basic and sufficient lighting (see AV below), heating and cleaning.

Stanlake Park's gardeners plan their work around event days to ensure the grounds, lawns and gardens look their very best for your day. Please note that the bay tree planters must not be moved.

Lighting – there is attractive standard lighting across the 2 barns and you are welcome to add fairy lights or other lighting if you wish. Please contact us to discuss details – we have one preferred supplier who will need to install any lighting for your wedding and details can be found in the Preferred Supplier list.

#### **What is not included in the licence fee?**

SP does not provide services of any kind. All services are provided by the HVL team – including sales, operations, finance, event management and delivery, and the dedicated kitchen team. All covered by the cost per head prices published for food, drinks, and other one-off costs - see the Food and Drink section for full details. Note that the ceremony fee is charged by HVL on your catering invoice where applicable.

Please also refer to the Event Management & Catering price list for full details of optional additional charges.

Generally anything that would be specific to your personal needs and/or taste for your event - such as flowers, room theming and dressing, additional lighting, vintage crockery, entertainers – would be booked by you direct with a third party supplier.

#### **Stanlake Park Wine Tours**

You can add a wine tour to your wedding day, as a separate package. If you are interested in this, please ask a member of the Sales Team to send you details. This is booked as a 40 minute tour and extends your drink reception to 2 hours. Booked and payable directly to Stanlake Park Wine Estate, they are subject to availability. Please confirm details to us for inclusion in your Wedding Schedule.

#### **What photographic locations are available?**

Stanlake Park's 150 acres of stunning grounds and buildings provide many beautiful backdrops. Heritage Venues' approved photographers are very familiar with the venue, and know all its interesting nooks and crannies! If you use your own photographer, they are welcome to visit by appointment beforehand to familiarise themselves. Note that the houses on the estate, their gardens and driveways are private areas – including the main house close to the Coach House.

#### **Is there accommodation onsite?**

North Lodge is a one bedroom cottage situated on the estate and offers one of a kind accommodation for the wedding couple including views of the vineyard, stylish interiors and more.

Please note that the booking must be for your wedding night only; is only bookable through Hosting Homes; needs to be in one name with one payment; the date of wedding and name of couple must be included by whoever is placing the booking <https://stanlakeparkaccommodation.guestybookings.com/>

South Lodge offers luxury accommodation with 4 bedrooms. Full details, prices, booking and payment are available on the Hosting Homes web site: <https://stanlakeparkaccommodation.guestybookings.com/>

For local accommodation for your guests, please visit our website. <https://stanlakeparkweddings.com/accommodation/>

For a group or family self-catering booking for a minimum of 3 nights, we also recommend The Old School House close to Henley on Thames: [https://www.airbnb.co.uk/rooms/33661847?source\\_impression\\_id=p3\\_1618568800\\_90x42jEyMknT8I2W](https://www.airbnb.co.uk/rooms/33661847?source_impression_id=p3_1618568800_90x42jEyMknT8I2W)

#### **Do we have use of the main house within the estate?**

The house and its grounds are private and strictly off limits.

**Can we bring our dogs?**

Other than guide dogs, please discuss with us in advance before making any arrangements.

**Is there a private area we can use to get ready?**

Yes, we have the private Bow Loft, which is yours for the day. Facilities include dress hooks, dressing table and mirrors, comfortable seating, table and chairs (required for your meeting with the Registrar), heating, coffee machine and mini fridge with soft drinks and bottled water (also for use with the coffee machine), and umbrellas. The nearest WC is just outside the room (Coach House toilet).

If you're arriving on site early, we can provide a hamper for the bridal party at an additional cost – please see price list.

**Capacities & Facilities****How many guests can we seat for the ceremony?**

Coach House: 100

Vineyard Barn: 150\*

\* If the Vineyard Barn is used as a ceremony location, note that this would limit the number of guest tables able to be set out for the wedding breakfast until after the ceremony, so please discuss this with the sales team or your Operations contact closer to your date.

**How many guests can be accommodated for a sit down meal?**

Up to 158 with all round tables.

With a long top table up to 147 guests.

With all long tables for banqueting style, up to 129 people.

Note that where over 100 guests are attending and the second section of the Vineyard Barn contains tables, it will be necessary to remove all tables in section 2 (please ask for a floor plan showing this), before a band/DJ may be able to set up. Please feel free to discuss this with a member of the team as part of your planning.

**Can we invite more guests for the evening?**

Of course, and it's very common to have different guest numbers for day and evening. Please let us know in advance how many guests you have so that we can include this in our quotes, planning and staffing – a rough estimate initially will be enough, with confirmed numbers a minimum of 1 month before. The maximum onsite is 200 guests, except for outside events where prior written permission for higher numbers may be approved.

**How many car parking spaces does the venue have?**

The main car park accommodates 50 cars, with some additional spaces in other areas available if required, and coach parking where required. If you believe you may have more cars than this attending, please speak

to the sales team who will be able to let you know options. Parking on grass verges is not permitted

**Can cars be left overnight?**

Yes, but must be collected without fail between 9am and 11am the following day (by arrangement on Bank Holidays). See guest information page for more details.

**Does the venue have heating?**

Yes, both barns are fully heated, and the Vineyard Barn has underfloor heating. All areas are pre-heated on cold winter days to ensure a comfortable temperature on arrival.

**How many toilets are there available onsite?**

There is a disabled toilet in the Coach House with baby changing facilities. The main toilets are opposite the Vineyard Barn, including a further disabled toilet with baby changing facilities.

**Do you have facilities for children and babies?**

As above, there are two disabled toilets with fold-down changing tables and nappy bins (toilets must please not be used for nappies). High chairs are available and their position should be shown on your table plan. With the couple's permission, the Bow Loft may be made available as a quiet space for feeding and as a quiet space for parents and baby, and also seating in the foyer to the main toilets.

**Do you have facilities for people with disabilities?**

Yes, we have ramps to use around the venue and a disabled toilet in the Coach House. These guests can park close to the entrance of the Vineyard Barn for easy access. It should be noted that the route to the disabled toilet in the Coach House is through the Walled Garden and we strongly advise that anyone in a wheelchair is provided with assistance, or uses the flatter vehicular access from the car park. There is good flat access to the main disabled toilet opposite the Vineyard Barn. No 'blue badge' is required and we're happy to accommodate any of your guests who have limited mobility. Please feel free to discuss this with us beforehand if ramps and assistance will be required so that our staff can be on hand to help.

**What AV equipment do you have?**

We have a sophisticated Zone Array audio system in the Vineyard Barn for plug-in connection with your iPad/iPhone for ceremony and background music (via Bluetooth), or connection to your own laptop for your playlist. A sound limiter is set at 96dB and all music sources must connect to it, including bands and DJs (See Essential information for Suppliers, and the separate Band and DJ Agreement).

The Coach House has a high quality Bose music system available for your use, for your ceremony or background music.

The systems in both barns are free of charge, including use of microphones for speeches or acoustic musicians requiring a mic (with reverb if required).

#### **When can the band/DJ set up their equipment?**

This is dependent on numbers and is up to you, but the dancefloor space may be used for guest tables during your meal, so set up may need to be after the meal and speeches, once guests have moved away from their tables. Please speak to the team about details for this, based on your numbers. Bear in mind that bands will also need to do a sound check.

#### **How loud can the band/DJ play?**

A sound limiter is installed and set at a very healthy 96dB as maximum, in line with local Council requirements. Bands and DJs may only use the house PA – third party loudspeakers or amplified equipment are not permitted.

Bands and DJs must stop playing at 11pm, when background music can be played until the bar closes at 11.30pm. Stanlake Park's license runs until 11.30pm and power to the sound system will automatically cut off at that time in line with this.

To protect Stanlake Park's licence, and in consideration to its neighbours, these timings may not be overrun, and the Noise Management Fact Sheet at the end of this document must be signed by bands and DJs to confirm their agreement in order to be allowed to perform at the venue. Please therefore forward the information to your band/DJ before you confirm your booking with them to ensure they agree to operate under the agreement – we'll be happy to discuss with them if they have further questions.

Acoustic music is permitted outdoors before 6pm – drums and percussion are not permitted outdoors at any time.

#### **Is Stanlake Park a smoke-free environment?**

By law and because the barns are wooden structures, there is strictly no smoking inside or close to the barns. However, guests can use the designated smoking areas outside the two barns. Uprturned flower pots and sand containers used as ashtrays denote the areas. We do ask for people's co-operation to use the ashtrays provided.

#### **Is there any information we should pass on to our guests?**

It's always best to give your guests full and clear information to help make their arrangements easier, and we've put together some useful details at the end of this document that we recommend you send on to them.

## **Suppliers & Decorations**

#### **Do we have to use your preferred suppliers, or can we book our own?**

You can book your own choice of supplier, with the exception of lighting canopies. To ensure safe working, we have two suppliers for this – Academy Productions and Party Lights – who must be used, and who offer a wide range of other lighting products, outdoor furniture, etc.

Please though bear in mind that our suppliers come highly recommended because of their professionalism, reliability, detailed knowledge of what works well at Stanlake Park, and achievement of continual positive feedback. Their insurances and H&S documentation has been pre-approved by us, and they are compliant with all our fire/health & safety requirements.

If you use your own suppliers they will be required to submit documentation in advance for our approval (see 'Useful Information for Suppliers' sheet below). Please provide a list of the suppliers you'll be using to our team as early as possible. Anything of a high risk or unusual nature must be discussed with us and approved before you book.

It's very important that if you're thinking of having something out of the ordinary you contact us to discuss it before confirming a booking with a supplier. Examples are animals as ring bearers, arrival by helicopter, circus acts including fire eaters...etc. We love the variety of themes and individual touches at our weddings and will work with you to make things happen wherever we can – but sometimes there are limitations, so do please discuss with us first. This also applies to external food and drink suppliers (see Food & Drink section).

#### **As you are a Barn venue, are there fire restrictions?**

We do have to be more careful due to wooden structures, but the limitations below are sensible precautions in terms of fire safety.

#### **Do you allow fireworks and sparklers?**

Unfortunately fireworks are not allowed, but we can accommodate sparklers outside with our approval and under our strict supervision – please discuss this at your Operations meeting.

#### **Do you allow Chinese lanterns?**

Unfortunately not, as they are not safe for the environment.

#### **Do you allow candles and nightlights?**

Naked flames are not allowed for fire safety, but digital tea lights and table candles/lamps look just as good as the real thing and last much longer.

**Do you allow a fire pit?**

It is with regret that we do not allow small fire pits and do understand that one may be required as part of your ceremony. It is for the protection of the vines harvest and buildings.

**Do you allow drone photography/videography?**

Currently we are able to allow drone photography and videography at Stanlake Park, but with the ever-changing laws surrounding this activity, please check with the team before booking this for your wedding. Your photographer/ videographer will need to have the relevant drone pilot qualification, and send that to us in advance for approval, whatever the height/weight of their drone, and should include the agreed drone flight date, time and duration. It is not possible for amateur drone owners to use their machines at Stanlake Park. The qualified drone pilot must also advise you if weather conditions are such on the day that the flight cannot take place.

**Do you allow glitter, confetti and confetti cannons?**

Yes, in outside areas of the venue, but it must be biodegradable. Confetti cannons are allowed, though there is an additional cleaning charge for their use. Please advise us in advance if you will be using one, so we can add it to your quote.

**Do you allow smoke or haze machines?**

Sorry, no – they can set off the smoke detectors and we naturally have to evacuate the buildings when the fire system is activated – a sure way to put a dampener on the party mood!

**Do you allow bouncy castles/inflatables?**

We don't, for various reasons, including that no pegs can be driven into the ground anywhere on the estate.

**Food****How does wedding catering work?**

Due to high guest numbers and practicality of delivering food to the tables at the same time, wedding catering is regarded as 'banqueting'. Unlike a restaurant where people can choose their own dishes, you decide what will be offered to them all. This includes one meat/fish starter and main plus vegetarian starter and main.

**What else, other than the cost for the food itself, is included in the price per head?**

Included are: Round tables, trestle tables (for long top table/buffet stations), white washed Chiavari banqueting chairs (used for the ceremony setting and wedding breakfast), wine barrel cake table and cake knife, wooden easel for table plan, coat rail with hangers, white table linen (tablecloths and napkins), white crockery, cutlery, glassware (in conjunction with a Drinks Package/Glassware Package) and full

staffing see below. This is in addition to the sales, planning and admin support provided by the wider HVL team throughout, which is also factored into our pricing.

Outdoor furniture is available in the Vineyard Barn courtyard. If you require additional seating for grassed areas, this would need to be hired through a supplier such as Academy Productions. As mentioned under the Venue information, mics and sound systems are provided by them and included in your venue hire fee.

**Do we pay separately for staff?**

No, this is built in to your catering price per head and will include a dedicated Event Manager, waiting staff, bar staff, full catering team, and facilities manager/ technical support to assist you and your suppliers as required. Not forgetting our dedicated sales and events planning team who will be on hand from your first enquiry through to your wedding day.

**Are my catering prices fixed at the time of booking?**

Prices are subject to change in line with market rates and also undergo an annual review in November. We can guarantee that prices will be held at the current published rate 6 months before your wedding date.

**Do you offer a menu tasting?**

Yes we have tasting events where you can sample some of the exciting dishes that the Head Chef and his team produce. Tasting events are held during the year where we provide a selection of our most popular dishes and you'll also have a chance to sample drinks from our drinks packages. This is complimentary for each couple as part of your booking, and the sales team will be in touch to invite you to one of these.

The purpose of a tasting evening is just to provide an insight into the exceptional quality of the food and its presentation. We cannot offer private tastings, and it is of course not possible to produce every dish on our menus, nor provide seasonal dishes at a different time of year.

The tastings are group events usually with around 35 couples attending. Not only are they very enjoyable evenings, they also allow you to experience the feel of the Great Barn from a guest's perspective before your wedding. Usually grouped with couples from the same time of year, it's also a great opportunity to share plans and ideas with other couples.

Note that where you have booked at short notice (1 year or less) or where your date has been moved due to unforeseen circumstances, a tasting event may not be available for you to attend although we will try our best to provide one.

**Do you change your menus?**

We generally change the menus once a year, when our Chefs come up with new and exciting dishes. The most popular choices will remain on the menu, although their presentation or accompaniments may be adjusted. We will give you a copy of the latest menus at the tasting event, or email them on request at any time. Also keep an eye on the web site and social media for updated food photographs.

**How many dishes do we choose for our guests?**

We ask you to choose one meat and one vegetarian option, and this is the most usual way to cater for larger numbers. You should then ask guests on your RSVP's to let you know if they have any dietary requirements or (very importantly) food allergies, which you should then carefully mark up on a table plan template that we'll provide, and send to us no later than **one month** in advance.

To avoid confusion, please don't share the whole menu with your guests, given they will not be choosing their own dishes! If you would like to allow your guests to choose between two meat/fish options, there will be an extra charge for this to reflect the additional time and staff required for preparation and service, and you should be aware that this will nonetheless impact on the speed of service during your meal. For this reason it is not recommended, but please enquire with the sales team regarding the extra charges if you would like to provide additional choices for your guests.

**Do you have food options available for children?**

Yes, a Children's menu is available, and one choice should be selected from the menu for all your young guests. Alternatively, we can serve ½ portion of the chosen adult menu, charged at half price. As with your adult guests, you must advise us of any dietary requirements and (very importantly) allergies – see above. If you send the children's menu to parents, please ask them to specify all the dishes their child will be happy with so you can choose one that will suit them all, other than any special dietary requirements / allergens of course.

**Can we design our own menu?**

Our menu has been carefully selected by our renowned Head Chef to include a wide selection of dishes, as well as taking into account allergies and dietary requirements. This allows you to confidently choose for all your guests. Other than small adjustments that we'll be happy to try to accommodate in advance, highly customised menus are not available.

**How many canapés do you suggest?**

We will be able to guide you on this number based on the timings of your day. You'll need to take your guests' dietary requirements into account when selecting your canapes, to ensure there are suitable options for everyone.

**Can you cater for our guests who are vegetarian or have food allergies?**

Yes, we can cater for any dietary requirements as long as we know about them in advance. We'll need to know who these guests are, where they are sitting and what their requirements are. This should be sent to us on the table plan template we provide in advance of your wedding. Being clear about any allergies is extremely important given the very serious consequences they can have.

We believe all your guests should be served amazing food, whatever their dietary needs. The constant flow of positive feedback shows it is really appreciated by those who are sometimes made to feel like an 'after thought' by less flexible caterers!

**Can the outdoor pizza oven be provided at any time of year?**

Generally when the weather is extremely cold (December through to March) these may be cooked in the kitchens. However, the chefs understand the appeal of the wood-fired pizzas, and it is therefore at their discretion. Where it's not possible, cooking methods are used which create a very similar look and taste to the wood-fired option. This is done not only because your guests will not want to be outside in very cold weather or to lose heat from the barn, but also in consideration of the working conditions of our kitchen team!

**What time are evening suppers served?**

This will depend on your itinerary and timing of other catering earlier in the day. Service of suppers should be no later than 45 minutes before last orders, to ensure your guests have the opportunity to eat without being rushed before they need to leave the venue.

**Should we provide our contractors with a meal?**

It depends on the T&Cs of your suppliers and/or what you agree with them. If a hot meal is required we would generally supply them with the main course only from your final wedding breakfast menu (see price list under Supplier Meal). It is best to check your contract with the suppliers as they may stipulate it. It is also good to let your contractors know what to expect and when. We generally serve suppliers their meal once we have served all of your guests their main meal.

**What is the absolute cut-off time for changes to be made?**

Because of the exclusive hire you enjoy, your day will be planned by us well in advance in terms of staffing, i.e. Event Manager, Waiting Team, Kitchen Team, and placing orders with our suppliers. It is therefore necessary to have an absolute cut-off date one month beforehand, with any final (minor) changes no more than 14 days beforehand.

Please note that no refund can be given for reduced guest numbers within the 14 day period. Similarly, it is unlikely that short notice additions other than one or two people can be accommodated. For any short notice guest additions, please remember to still provide us with their dietary requirements / allergens.

#### **Do you have a cake stand and knife?**

These are usually provided by your cake supplier, but we do have a cake knife for your use if required – please just let us know at your Operations meeting if you need it.

#### **When can deliveries be made?**

All deliveries should be made on the morning, generally from 9am. In particular, your cake and anything requiring refrigeration should be delivered on the day and agreed with us in advance.

#### **Can we bring in external food or drink suppliers?**

Heritage Venues has its own kitchens and highly experienced chefs, so there is generally no need for external suppliers. Where we've catered for the reception / wedding breakfast we cannot mix external catering with our own on the same day (such as a catering van for evening supper) or allow external caterers to offer something we can supply. This also applies to family/friends supplying any hot or cold cooked food. This is to ensure our full control over the quality, safety and provenance of food cooked and served throughout your day.

We do allow ice cream carts and cheese towers to be externally provided and set-up during your wedding at an additional charge.

If you want to bring in something such as a pick 'n mix table, that will be fine as there's no food risk involved. Some of our preferred suppliers offer stocked sweet carts which are a pretty addition to the day.

Please note that we do not offer 'dry hire', i.e. the option to bring in an external caterer for your day.

## **Drinks**

#### **What drinks are included in the minimum spend?**

We offer drinks packages that can be tailored to your day. Please refer to our Wedding Breakfast Menus for more information on price, and what packages are available. You can also 'mix and match' between the packages, or request completely different drinks, which we'll be happy to quote for you. Note there is no minimum spend on the bar.

#### **Can we order additional bottles of wine?**

Yes, we sell a good selection on the bar from house wines up to more expensive options, and of course including Stanlake Park wines. Please don't hesitate to ask a member of the team for our most up to date bar menu.

#### **Do you offer 'novelty' drinks?**

We do - current favourites are;

**Gin bar** - often set up outside in the summer, for which you can purchase tokens and give them to your guests as favours. The speciality gins are also stocked behind the bar. **Whisky and Rum bars also available**

**Pimp my Prosecco** – adds real interest to your welcome drinks with guests selecting their own additions and condiments.

**Boozy Pimp My Prosecco** - What is not to love about a Mimosa, Kir Royal, Elderflower Fizz and a Raspberry Bellini?

**Pimm's** – a summer favourite served from our vintage Pimm's tricycle

**Warm mulled wine or cider** – ideal for winter weddings, full of seasonal flavours

**Cocktails** – Espresso Martini's, Porn Star Martini's and Mojito's are all available on your day.

**Boozy Hot Choc** - Warm up your guests with an indulgent boozy hot choc with either Baileys or Tia Maria.

#### **Can we request special drinks to be provided on the bar?**

Yes and we will do our best to provide it. If it is a very specialist drink, we may ask you to provide it to then be sold on the bar at a discounted rate.

#### **Can we stock the bar ourselves?**

This is not possible - the bar is covered under our own licence and we are obliged to control what is provided and its source. If you would like something to be served that we don't stock, please let us know. We will endeavour to source it, within our recommended quantities, and sell it at the bar. You will need to pay for any unused stock, which will be kept aside for your collection.

#### **Can we pre-pay a bar tab for our guests?**

Yes, and we can exclude certain things (i.e. shots or spirits) if required. You can agree the maximum you want on your tab and pre-pay, and if you decide to increase it on the night up to a new limit, the tab would need to be settled by debit/credit card at the end of the night.

#### **Does the bar take cash and card?**

We operate a card-only bar and take any card (including Amex) and with all payment options available. It will be important to let your guests know this in advance (see 'Useful Information for Guests' page).

#### **What about guests who aren't drinking?**

We provide a great range of soft drinks, including non-alcoholic prosecco, beer and lager, standard soft drinks and squashes, and a range of interesting 'mocktails' made to order.

### **Can we supply our own drinks and is there an upper limit?**

Yes you can, limited to the reception and meal only. You will need to take our glassware package which allows us to provide glassware and service for the drinks you supply, plus a recycling charge for bottles and packaging.

You can provide drinks for reception, table wine for meal service and toast. Upper limits match those we supply in our own drinks packages, which are more than adequate allowances:

- Two glasses per person at the drink reception
- Half a bottle of wine per person for the meal
- One toast drink per person
- Plus any soft drinks you would like to bring

Once tables are cleared after the meal, no alcohol brought in by you can be consumed. Any bottles unopened at that time will be securely stored for you to take home at the end of the event, together with corks / lids from the used bottles. You may not bring your own beer or lager to be served during the meal. All drinks provided by yourselves must be approved by us in advance to ensure responsible drinking under our license, and we can advise you on quantities. Please discuss your plans with us before you make any purchases.

### **Can we provide alcoholic favours?**

Alcoholic favours are not allowed to help us ensure responsible drinking, and also to prevent potential access by children when put out on the tables. We can though provide a specialist toast drink to replace, or as well as, prosecco or champagne, and will be happy to discuss your requirements.

### **What happens with all the bottles and boxes if I provide my own drink?**

If you choose to supply your own drink as above, there is also a recycling charge to cover disposal of all your empty bottles and packaging. A recycling charge is made in tandem with our glassware package to cover the cost of bottle and packaging disposal.

## **Lost Property**

### **What happens to my belongings after my event?**

Any items left behind by yourselves after your event will be placed into the green storage container next to the Vineyard Barn (in the metal Dutch Barn) by our staff ready for collection the following morning, either by yourselves, friends, family or suppliers.

We are not responsible for any lost items during or after an event and all belongings are left at your own risk. We recommend you take precious or high value items away with you on the night.

In the event you discover anything missing from your belongings, please report it to us immediately, ensuring the best chance of recovery before the next event. Please though check with your immediate party first, since most items thought to be missing have actually been collected by someone else 99% of the time! Note that we discard anything left on site one month after the event date.

## **Insurance**

### **Do we need wedding insurance?**

We strongly recommend you include this within your budget and purchase insurance when you book your venue. Your wedding is a big financial commitment, and things can unfortunately go wrong. There's a great deal of advice and information online about what you'll need and why, and available policies. We recommend you obtain a reputable comprehensive insurance that includes both Public and Personal Liability.

### **Does Heritage Venues Ltd have its own Public Liability and other Insurance?**

Yes, we are a fully compliant business with all necessary insurances, and highest food hygiene standards (5 star rating).

## **Stanlake Park and Heritage Venues' Culture**

The Stanlake Park estate is privately owned by a family and is a long term commitment, with events on site enabling people to enjoy its unique vineyard environment and contributing financially to the upkeep of this historic estate for future generations. Events are managed by Heritage Venues Ltd which is not part of a large chain or group.

The Heritage Venues team is widely experienced in their specialist fields and highly trained. Although you may not meet everyone along the way, we believe that excellent internal processes and communication lead to excellent events, and that's exactly what we do even behind the scenes.

The ethos of the company is to act responsibly and fairly with our employees, our clients and suppliers. We invest in ongoing training, encourage and act on feedback, and continually seek to improve and innovate. We are very proud of the excellent reputation we've built and the awards we've achieved, based on consistently excellent customer feedback.

## Useful information for Suppliers

Dependent on the service you're supplying, Heritage Venues Ltd should be provided with the following documents well in advance of the event, and a minimum of one month beforehand. If you are uncertain about any of the requirements and which will apply to you, please contact us on 01628 906040 or email [info@heritagevenues.com](mailto:info@heritagevenues.com). Please ensure all documentation submitted will be current for the date of the event.

### Insurance

Please provide a copy of your Public Liability certificate.

### PAT Test Certificates

Required for all powered electrical equipment you'll be using at the venue.

### Risk Assessment & Method Statement (RAMS)

Please provide the risk assessments you operate by as standard and to which your operatives are trained. An event-specific method statement should be provided to clearly explain how you will operate on the day. The method statement is required to ensure safety of people and property while operating on site, and will include (not exhaustive) working from height/ladders, use of electrical equipment, flammable liquids, fairground rides, inflatables, etc. Where your activity is deemed by us to be high risk, we may request a site visit beforehand to discuss and agree the method of working. We reserve the right to refuse access if correct documentation is not received and approved by us in advance, or for you to cease activity on site at our request if your operatives are not adhering to the approved RAMS. Our aim will always be to deliver a perfect and safe event to our clients, to fully cooperate with all suppliers to that end, and we will not unreasonably withhold approvals or make unreasonable demands. If you have any questions please email Jamie Charles- [info@heritagevenues.com](mailto:info@heritagevenues.com), cc Val Pearson – [vp@heritagevenues.com](mailto:vp@heritagevenues.com)

### Ladders & Equipment

Please bring your own tested ladders and all equipment required to undertake your booking on site.

### Catering

A separate agreement will be drawn up with external caterers for use of Heritage Venues spaces, equipment or preparation areas and will cover recycling, waste disposal, fire safety procedures, inventory etc. RAMS as above will be required, together with food hygiene/allergen certification specific to the staff in attendance.

### Bands/DJs

Please note that the sound limiter in the Vineyard Barn is set to a very generous 96dB which cannot be altered. All Bands should please bring a mat for drum kits to protect the wooden floor. Set-up will usually be just before or just after service, but please liaise with your client for specific timings. Details of the sophisticated directional sound system that must be used, and performance conditions, are attached on the next page. Please read this carefully and sign / return the form to confirm your agreement. Your client will not be able to confirm their booking with you until we advise this has been received. If you have any technical questions, please email us at [info@heritagevenues.com](mailto:info@heritagevenues.com)

### Florists

Please remove all flowers and containers from site the morning after an event, and let us know if you are leaving anything behind to avoid confusion with the next event! Cleaners' hours are 4.30-7am, and if the barn has already been cleaned, please ensure no mess is left behind.

### Setup Times

Your set-up time should be arranged with the client, and access on the morning is generally from 8am. However, for long set-up items such as lighting rigs (Academy Productions only), please contact us as soon as your booking has been confirmed so we can agree access times around our cleaning schedule and timing of the next day's event. Please also note that where we have availability, we allow clients access the previous day for set-up. Again, for lighting rigs etc it's necessary for them to be put up while the barn is empty, and this will need liaison with us. Where requested, we confirm to our clients 7 days in advance whether the day before is free. If you would be unable to set up on that day please let the client know.

### Responsibility

Heritage Venues Ltd manage all events at Stanlake Park, represented by their Event Manager and team on the day. All suppliers must cooperate with and adhere to all instructions given to them by the Heritage Venues team in advance of the event, and on the day, in a timely manner. Heritage Venues staff must be treated with professional courtesy – any instructions will represent either the Client, Stanlake’s owners, or regulations/legal requirements that must be complied with, and will not be unreasonable.

#### **The Stanlake Park Estate**

All buildings within Stanlake Park are listed, and you will be working close to a working winery/vineyard within the separate areas designated for weddings and events, which have private dwellings nearby. Please take care with vehicles and treat the venue with respect, in particular:

- No nails, tacks, drawing pins etc to be affixed to any building fabric – there are plenty already in place in the Vineyard Barn and Coach House. You can use cable ties if necessary, and please remove them at the end of the night.
- To avoid damage to utilities, do not drive stakes into any ground without prior discussion and written consent
- You are very welcome to use the shop for your personal wine purchases and to enjoy a drink of Stanlake Park wine, tea or coffee and snacks in their gardens. However, the wine makers and shop staff are unable to help with any queries about wedding set-ups, access to the wedding areas, delivery details or any other information relating to weddings or events – this also applies to other Stanlake Park staff such as gardeners and groundsman. Please liaise only with the Heritage Venues staff who will be on site on the event day, contact us by phone (01628 906040), or contact your client direct.

## Stanlake Park Wine Estate - Band & DJ Agreement

This agreement is for bands and DJs who perform at Stanlake Park Wine Estate. Please ensure that you read this guidance carefully, and return a signed copy to Stanlake Park. Without this, permission to perform will not be granted. We will advise the client immediately on receipt so that they can confirm their booking with you.

### Venue Noise Management Regulations

Care must be taken to keep noise to a reasonable level that is considerate to neighbouring properties and meets local authority requirements. To achieve this:

Amplified music and public address is not permitted outdoors. Acoustic (unamplified) music is permitted outdoors before 6pm. Indoor amplified music may only be played using the house PA system provided by Stanlake Park (the ZoneArray). Third-party loudspeakers or amplification equipment is not permitted. After 11pm, live music may not be played. Between 11pm and 11.30pm, recorded background music only is permitted. No music may be played whatsoever after 11.30pm, and the system will automatically cut out at that time.

Please liaise with the HVL Event Manager on arrival who will show you location and connection to the Zone Array system, and again once you've set up so they can check all is correct before you start your set. Please note that the system is remotely monitored, and if the Zone Array has been deliberately bypassed at any time the system will be cut off.

### Description of the ZoneArray

Above the dance floor in the reception barn a highly-directional ZoneArray speaker system with a frequency-tuned Symetrix Prism digital process limiter has been installed by Direct Acoustics. The ZoneArray allows high volume levels in the dancefloor area, with significant reductions in volume level elsewhere. The ZoneArray system consists of Forty ZoneArray Panels above dance floor, four Community ENT203 fill speakers, Powersoft K3 2 x 2600W amplifier, Powersoft M28Q 4 x 700W amplifier, Symetrix Prism 4x4 digital signal processor with Arc3 Controller.

### Using the ZoneArray

All amplified music in the reception barn, whether recorded or live, must be routed through the ZoneArray, which works as follows:

The digital process limiter controls output volume level. It will not cut off equipment power in the manner of traditional noise limiter systems. If levels are exceeded it process limits the input signals to prevent allowed noise levels being exceeded.

The ZoneArray has a preset calibrated maximum volume level of 96dB on the dance floor, which cannot be changed.

The system has an input panel adjacent to the band power supply sockets, consisting of: Band main PA input (XLR L+R), Band monitor input (XLR L+R), DJ input (XLR L+R), iPod input (3.5mm phone). If required, bands can provide their own monitor input mix.

Drumkits – a mat must be used for the bass drum. Where possible, the use of hot rods, or drum mufflers/pads should be used, but in all circumstances, the drums must balance with the musicians' output and not overpower it.

The ZoneArray will automatically cut down to background music level at 11.01pm, and will cut off completely at 11.30pm. Ensure your sets are finished by 11pm, or your music will abruptly cut off automatically.

Please report to the Event Manager on arrival, and again once you've set up, for them to check correct connection before you start your set.

**I represent a band or DJ that will be performing at Stanlake Park and I confirm that I understand and will ensure that the band / DJ below will adhere to all the above requirements:**

**Band/DJ Name:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date of Performance:** \_\_\_\_\_ **Date of Signature:** \_\_\_\_\_

Please email signed scan to [info@heritagevenues.com](mailto:info@heritagevenues.com)