



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.

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Heritage Venues Ltd

Lillibrooke Manor, Ockwells Road, Cox Green, Maidenhead, Berkshire, SL6 3AD.

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Email: info@heritagevenues.com

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 to book your visit.

Weekdays 9am-5pm, 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 15-20 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 in the office and Cottage Room demonstrating the venue's potential and providing inspirational ideas.

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) and make payment.

What's needed to secure my booking?

Payment of the full licence fee to Lillibrooke Manor Ltd for your date, plus the signed booking form and T&C's (this is done electronically, no snail mail!). No further payment is required until six months before your wedding day – see the HVL T&Cs for details.

A summarised payment schedule is below – please see T&Cs for LML and HVL for full details.

Payment Date	Scheduled Payment
On booking	Venue Hire fee to LML (25% on booking, 25% after 3 months, remaining 50% after 6 months)
6 months before the Event Date	£6,600 inclusive of VAT 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

What happens after I've booked?

We'll send you a document pack with your confirmation of booking to help take you through what we need from you and when, and when we'll be in touch about your tasting evening and meeting our Operations and Events team. This will include useful templates to use for your room layout, table plan and dietary requirements.

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 to make the process stress-free.

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

Can I cancel, and what is your policy?

Yes, you can cancel and the level of refund you may be entitled to at the time are set out in the Terms & Conditions. If you would like us to send you a copy before deciding whether to book, please contact us at info@lillibrookemanor.co.uk. Otherwise they will be sent to you when you confirm your booking, with sufficient time to review them and ask any questions before signing and making payment.

On-Site Ceremony:

Where is licenced for a Ceremony onsite?

Lillibrooke has 4 licensed spaces for ceremonies - the Small Barn, Great Barn, Engine House, and the Cloister Garden for outdoor ceremonies. 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 – the Royal Borough of Windsor & Maidenhead have a helpful page on their web site at: https://www3.rbwm.gov.uk/info/200154/births_deaths_and_ceremonies/77/getting_married
Lillibrooke Manor is a registered and approved venue.

What is the civil ceremony fee?

If you are having an onsite ceremony, once you have booked your Registrar please let us know, as the civil ceremony fee will need to be added to your quote. The fee is £350+VAT and covers the setup of the ceremony area with all chairs (indoor use only), tables, linen, use of speaker systems, projector screens, cleaning thereafter and the civil licence fee.

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 contact a member of our team for pricing.

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

Should you have planned an outdoor ceremony, but on the day make a decision to have the ceremony indoors instead due to the weather; we would need to set up in the Small Barn. We ask where possible that the call is made as far in advance as possible, so our staff are aware, and to avoid any very last minute changes of set up. Any suppliers who are part of the outdoor setup e.g. florists or musicians, will also need to be made aware so they know where to set up.

Off-Site Ceremony:

What Churches are closest to Lillibrooke?

- Saint Mary's Church, White Waltham
- Waltham Saint Lawrence Parish Church
- Ruscombe Church, Twyford

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 the supply and placement of hay bales can only be through our approved supplier.

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 an earlier start may incur extra charges from our cleaning contractor if they need to come in during the early hours of the morning.

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. Alternatively, we are happy to provide extra staff to set up personal touches for you on the day (table dressing including favours, table plan on easel, card box, etc.) and this should be discussed in advance at your Operations meeting. A quote will be provided based on the time required, together with clear confirmation of the agreed brief.

When must we vacate?

If you have a standard licence the bar will close at 11.30pm, leaving your party to wind down and all guests to have left the venue by midnight. If you have

requested (and been granted) a bar extension, the same timing of 30 minutes after the bar closes applies.

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 the venue overnight?

Without fail everything (including guests' cars) must be collected between 8am and 10am the following day – Bank Holidays may require different timings by arrangement. It's very important the deadline isn't overrun as the gates will be locked, or another event will be in progress! Please ask suppliers of lighting rigs or set-ups that will take some time to clear, to liaise with us well in advance so we can agree set-up and removal times (often overnight or very early morning) around our cleaning schedule and set-up for the following day.

About the Venue

What's included in the licence fee?

The exclusive hire of the whole of Lillibrooke Manor for your day (from 8am and standard end time of carriages at midnight) – please refer to Lillibrooke Manor Ltd (LML) T&Cs. Projector screens, mics, Audio-visual equipment in the barns (not for use by bands and DJs), basic lighting (see AV below), heating and cleaning.

Lillibrooke's gardeners plan their work around event days to ensure the grounds, lawns and gardens look their very best for your day.

Lighting - the Small Barn has fairy lights in ivy on wall hung carriage wheels, together with down lighters. The Great Barn has fairy lights in ivy around the perimeter and on the candle chandeliers, roof and beam down lighters, and feature 'wash' lighting to the apex of the roof, which can be set to rotate through a change of colours, or to one static colour to match your theme.

What is not included in the licence fee?

Generally anything that would be specific to your needs and/or taste for your event, and which you would probably use a supplier to provide, such as flowers, room theming and dressing, additional lighting, vintage crockery, entertainers, seating for outdoor ceremony, and the ceremony fee.

Food and drink is quoted for as a separate per head

cost, including the necessary staffing dependent on guest numbers – see Food & Drink for more details.

The following additional fees apply (all excluding VAT):

Civil Ceremony fee (not including Registrar's fee) £350

Bank Holidays and New Year's Eve - £1000

Easter Sunday £500

Day before a Bank Holiday £200

What photographic locations are available?

Lillibrooke's 15 acres of stunning grounds and the listed 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.

Is there accommodation onsite?

Lillibrooke Manor does not have any accommodation onsite, although future plans include renovating the Manor House and outbuildings for that purpose. In the meantime there are a huge variety of local hotels and accommodation to choose from. To help you find the best accommodation close by and to ensure that you always get exclusive special offers, we have put together a unique Hotel Map. These special offers can be booked by telephone or online – see below, and the Hotel Map can be viewed on our web site under Accommodation.

Note that you can also personalise your Hotel Map link free of charge – i.e. 'Charlotte & David's wedding' – before sending it to your guests / including the link on your invitations. It's quick and easy to do – just call the number below and quote the reference when making the request.

Hotel reservations: +44 (0)20 7292 2320

Quote Special Reference Code: MP7GC

www.HotelMap.com/pro/MP7GC

If you're booking the hotel direct you and your guests can still achieve the discount by quoting the MP7GC reference.

Do we have use of the Manor House?

The internal spaces of the Manor House are currently out of use and off limits; however the exterior of the Manor House makes for a stunning backdrop for your photos and confetti shots. The Manor House Garden is also a beautiful space should you wish to hold your drinks reception in the grounds.

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

Yes, we have the private Cottage Room, which is yours for the day. Facilities include dress hooks, dressing table and mirror, 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 across the courtyard in the Small Barn.

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

Can we bring our dogs?

We are pet friendly and you're welcome to bring your dogs to walk them in the grounds - we'll be happy to provide drinking water for them. Please bag any mess and remove from site. Unfortunately we cannot generally allow them in the Barns (with the exception of guide dogs), or wherever food is being served. However, if this is very important to you please discuss with the team.

Capacities & Facilities

How many guests can we seat for the ceremony?

Great Barn: 170

Small Barn: 130

Cloister Courtyard: 170*

Engine House: 60

* If the Small Barn is used as a 'wet weather' option, note its maximum capacity is 130 seated. Where you have larger numbers for an outside ceremony, you might consider hiring a Capri marquee for the courtyard which works very well in wet weather – see Lex Marquees in our approved suppliers list.

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

Great Barn: up to 170 with tables (round tables)

Engine House: up to 50 with circular tables

Small Barn: up to 80

Note that where maximum numbers are seated for a meal in the Great Barn, it will be necessary to move or reconfigure tables afterwards to accommodate the bar and dance areas. 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.

How many car parking spaces does the venue have?

The main car park accommodates 50 cars, with additional spaces next to the Great Barn, and coach parking where required. The venue sits in 15 acres, and overflow parking is provided in the small paddock as required with as many as several hundred cars parked onsite for some events during the summer months.

Can cars be left overnight?

Yes, but must be collected without fail between 8am and 10am 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, as are the Engine House and Cottage Room. All areas are pre-heated on cold winter days to ensure a comfortable temperature on arrival.

How many toilets are there available onsite?

We have 1 in the Small Barn and 7 in the Great Barn; one being a disabled toilet with a baby changing unit.

Do you have baby changing facilities?

Yes, a fold-down changing table and nappy disposal bin are located in the disabled toilet in the Great Barn. Toilets must please not be used for nappies.

Do you have facilities for people with disabilities?

Yes, we have ramps to use around the venue and a disabled toilet in the Great Barn. These guests can park close to the entrance of the Great Barn for easy access. No 'blue badge' is required and we're happy to accommodate any of your guests who have limited mobility. Please let your event manager know 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 high quality Bose audio system in the Small Barn with Bluetooth connection for use with your iPad/iPhone for ceremony and background music, a drop-down projector screen and ceiling hung HD projector. The Great Barn has a large full range Bose system with speakers placed throughout the barn for superb audio clarity, hand held and headset radio mics, 6m projector screen, ceiling-hung projector, and laptop. If you wish to show photos just load them onto a memory stick for use with our system. A sound limiter is set at 96dB.

Please note that Apple Mac equipment, laptops and software including iPads, are quite often tricky to set up due to their lack of connections, and sometimes are not compatible at all. Our strong preference is to use a memory stick on our own laptop, but if you do need to use Apple Mac equipment please book in a trial run before the day, to ensure everything is tested in advance and solutions can be found wherever possible.

AV systems in both barns are free of charge for speeches, background music and individual acoustic musicians who require a mic (with reverb if required).

When can the band/DJ set up their equipment?

This is up to you, but the two main options are usually before meal service, or just after it. 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 (some venues are more limited if they have very close neighbours). Your professional entertainers will be used to working with limiters and how they operate.

Is Lillibrooke 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 in the Cloister by the Small barn, in the Great Barn garden to the rear of the Great Barn, and at the tables in the Manor House garden behind the Manor House. 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 don't have to use our preferred suppliers, with the exception of hay bales which must be booked through Bales4Events to ensure the minimum mess and avoid additional cleaning costs, and also Titanium fireworks for firework displays as the danger to the barns with fireworks is so high.

Please bear in mind that our suppliers come highly recommended because of their professionalism, reliability, detailed knowledge of what works well at Lillibrooke, 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 well 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.

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, fun fair, arrival by helicopter, circus acts...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).

Are there fire restrictions at the venue?

More care is required due to wooden structures, but the limitations below are sensible precautions in terms of fire safety.

Do you allow fireworks and sparklers?

We do indeed, but we are obliged to use Titanium for fireworks who are fully approved by our insurers. Very loud bangs do need to be avoided. Low noise displays only are allowed Sunday – Thursday, with standard fireworks for Friday & Saturday. Sparklers can be used in specific outside areas and with necessary controls in place – similarly with fire eaters too! Please discuss with us before making any booking or bringing sparklers on site.

Do you allow Chinese lanterns?

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

Do you allow candles and nightlights inside the barns?

Naked flames are not allowed, but tea lights or small candles in covered containers (e.g. hurricane lamps) are acceptable. Proposed containers should please be approved by us during your planning. Alternatively, digital candles are fine and look just as good as the real thing.

Do you allow a fire pit?

We do allow small fire pits outside 3m away from the Great Barn, and understand one may be required as part of your ceremony. It is with regret that we cannot allow these inside the buildings for fire safety reasons. We would ask that a protective base is supplied and used as they will otherwise leave scorch marks on the grass – not required for shingled areas. It's always best to discuss with us well in advance.

Can we use drone photography/videography?

Lillibrooke is in a 'no fly' zone as White Waltham aerodrome is very close by. Your photographer/videographer will need to have the relevant drone pilot qualification, and gain written approval from White Waltham, whatever the height/weight of their drone. Their approval should be sent to us, and include the agreed drone flight date, time and duration. It is not possible for amateur drone owners to use their machines at Lillibrooke. The qualified drone pilot must also advise you if weather conditions are such on the day that the flight cannot take place.

Are we allowed hay bales?

Yes, these are fine and they go very well at Lillibrooke. However it is necessary for you to use our preferred supplier for these, as they provide full clean up afterwards to keep the venue looking its best for the next event.

Do you allow glitter, confetti and confetti cannons?

Yes, in outside areas of the venue, but it must please be biodegradable. Confetti cannons are allowed, though there is an additional cleaning charge of £60+VAT 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 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!

Food

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), gold Napoleon and Chiavari banqueting chairs (used for the inside ceremony setting and wedding breakfast), wooden easels (x 2), cloakroom with hangers, white table linen (tablecloths and napkins), white crockery, cutlery, glassware (in conjunction with a Drinks Package/Glassware Package), use of projector, screen, mics, audio system for speeches and background music, and full staffing – see below.

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.

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. We hold a tasting event at the start, middle and end of 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! 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?

Our Chefs are always coming up with new and exciting dishes and we generally change the menu once a year. 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.*

If you would like to allow your guests to choose between two meat 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. 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?

You are more than welcome to customise your menu so that it is perfect for your big day. Please don't hesitate to contact our sales team with any questions regarding this so they can discuss with our Head Chef.

How many canapés do you suggest?

We would suggest a minimum of 5 per person when served after the ceremony/on arrival as many people will be quite hungry after an early start. Allow for more if you plan to have quite a long gap for photographs before your Wedding Breakfast. You'll need to take your guests' dietary requirements into account when selecting your canapes, to ensure there are suitable options for everyone. Be sure to have a

look at our popular canapes and shots combinations – see 'novelty' drinks in the next section.

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, BBQ and hog roast cooked on the spit outside, be provided at any time of year?

Generally when the weather is extremely cold (December through to March) these will be cooked in the kitchens. Cooking methods are used which create a very similar look and taste to the outdoor offerings. This is done not only because your guests will not want to be outside in very cold weather or to lose heat from the Great 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 (depending on whether you have a standard or extended bar), to ensure your guests have the opportunity to eat without being rushed and 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. 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 in the Engine House or Small Barn once we have served all of your guests their main meal in the Great Barn. Price is dependent on what you select.

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.

Can we bring in external food or drink suppliers?

Heritage Venues has its own kitchens and highly experienced chefs based at Lillibrooke Manor, 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.

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.

We do offer limited days/times where an external caterer can be used where we cannot cater for a specialised requirement such as kosher food or regional Indian food. Different charges apply, and Health & Safety/ Food Hygiene documentation is required, so please get in touch with our Sales team to discuss.

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. 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

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

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

Canapes and 'shots' combinations are a great talking point to start the proceedings!

Warm mulled wine or cider – ideal for winter weddings, full of seasonal flavours served from a cauldron

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, in the quantity you specify, 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. Please 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, together with 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.

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 Engine House by our staff ready for collection the following morning, either by yourselves, friends, family or suppliers. Cake or perishables will be put into the fridge in the service area off the Engine House.

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).

Guest and Supplier Information

The following pages contain useful information for your guests, which we'd recommend you share with them. The information for suppliers is very important – please forward it as soon as you book them. If they are not our approved suppliers, they need to supply the details to us well in advance so we can check and approve them to work at the venue.

We hope you've found these FAQs helpful.

If you have any other questions, please don't hesitate to ask.

Call us: 01628 609040

Email us: info@heritagevenues.com

Useful information for Guests

For a Sneak Peek at the Venue

Full details with extensive photos and reviews can be found on the web site <http://lillibrookemanor>, as well as regular posts and reviews on social media.

Accommodation

Click on the link for hotels close to the venue. When booking online or by phone please quote reference MP7GC for special offer prices. <https://www.hotelm.com/pro/MP7GC> Also see a group self-catering offer for a longer stay in the area on the Lillibrooke web site: <https://lillibrookemanor.co.uk/weddings/preferred-wedding-suppliers#accommodation>

Travel By Car

- From the M4 take junction 8/9 for High Wycombe and Maidenhead.
- At the roundabout take the exit for A404(M) heading to High Wycombe/Henley & Maidenhead.
- Take the first exit, Junction 9a, towards Cox Green/ White Waltham.
- At the 1st roundabout, take the 2nd exit onto Shoppenhangers Road.
- At the 1st roundabout, take the 1st exit onto Cox Green Road. Follow the road round to the right onto Ockwells Road.
- Follow for around 0.6 miles - Lillibrooke Manor is on the left at the very end of Ockwells Road

Sat Nav Warning!

- Please use postcode **SL6 3AD** in your Sat Nav to ensure arrival at the main drive
- To exit after the event please follow the exit signs to the open side gate in the car park – the main drive gates are locked at 10.30pm
- If you book a car or local taxi company to collect you after 10.30pm, please instruct them to collect you from the side gate – from either Shoppenhangers Road or Ockwells Road, take the first left entrance on Woodlands Park Road, then first left again through the gates.

If guests wish to leave cars overnight they are more than welcome to. We just ask that they are collected without fail between 8am-10am the following day, after which the gates will either be locked, or another event will be in progress!

Travel By Train

- Regular fast trains from London Paddington take approximately 20 minutes to get to Maidenhead – check timetables for this service.
- The station is a short taxi journey (c 2 miles) from Lillibrooke Manor.

Children

Lillibrooke's relaxed atmosphere and open spaces are ideal for children, and we love to see them enjoying themselves. We are child friendly rather than childproof though, so please ensure they are supervised at all times, and that they don't stray into vehicles or out of bound areas.

Allergens

While every care is taken by our highly trained kitchen team, please note we cannot guarantee there will be no cross contamination during preparation and service.

Bar

We operate a card-only bar and no cash is held on site. We take all cards (including Amex), using all payment options.

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. 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 operations@heritagevenues.com, cc Val Pearson – 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 a sound limiter in the Great Barn is set to 96dB. Our Facilities Manager will be present at your set-up/sound check to help set your limits to this to avoid cut-out.

Bands are advised to bring a mat for drum kits as the vibrations can sometimes set the limiter off, and spikes will damage the floor.

Set-up will usually be just before or just after service, but please liaise with your client for specific timings.

Our Bose sound system is used for background music and speeches only, and is not available for use by bands/DJs. If you have any technical questions, please email operations@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!

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 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.