



## **Faqs; Your Questions Answered...**

### **Q. What time may guests check in?**

**A.** Your guests may arrive as early as 1.00 p.m., but I cannot give any assurance that the rooms will be serviced. Your guests may change in the rooms, and we will complete the servicing, whilst they attend the wedding. Checkout time is 10.30/11.00 a.m.

### **Q. What time is breakfast served?**

**A.** Breakfast is served 7.30a.m. - 9.30 p.m. Monday/Friday & 8.00 a.m.- 9.30 a.m. Saturday/Sunday.

### **Q. When do Guests have to Check Out?**

**A.** Departure time is 10.30/11.00 a.m.

### **Q. Is a complimentary room provided for the Bride and Groom?**

**A.** Unfortunately not, as we only have 9 rooms within the Castle.

### **Q. What is the latest a Civil Ceremony may be held?**

**A.** The last Ceremony time permitted is 3.00p.m; in order to achieve the last sit down time in the Stuart Suite at 5.00p.m.

### **Q. What is the maximum number of guests to attend a Civil Ceremony?**

**A.** Civil Ceremony in the Josephine Restaurant will be 120 with 46 guests seated. Civil Ceremony in the Drawing Room will be 40 with 26 guests seated.

### **Q. What is the last sit down time for the Wedding Breakfast?**

**A.** The last sit down time for a Wedding Breakfast in the Josephine Restaurant is 3.30 p.m. The last sit down time for a Wedding Breakfast in the Stuart Suite is 5.00 p.m.

### **Q. May we offer a choice of menu?**

**A.** A multi choice menu may only be offered for parties of less than 26 guests dining in the Josephine

### **Q. May we sample dishes from the Banqueting Menu?**

**A.** Some of the items from the banqueting menus can be adapted so they may be included as part of the Restaurant Menu. However, it is not possible to sample certain dishes. All dishes are prepared by the same brigade of Chefs, using quality ingredients from local suppliers. The presentation of the dish will differ from that served in the Stuart Suite as we are catering for substantially larger number of guests.

### **Q. Are other dishes available?**

**A.** If you have any specific requests concerning your Wedding menu please do not hesitate to ask. A costing may be done especially for you. Presentation of the dish may be slightly different due to the number of persons we are catering for.

**Q. Is there a minimum cost per person for the wedding breakfast?**

**A.** Yes, you must select a three course menu and coffee with a minimum spend of £28.99 per person.

**Q. Do you cater for guests with specific allergies?**

**A.** The Wedding Menu is chosen specifically to cater for your Guests. It is vital that any food allergies are notified to the Castle no later than seven days prior. Please note some dishes may contain traces of nuts. These dishes may then be adapted or an alternative dish offered.

**Q. Is Confetti allowed at the Castle?**

**A.** Bio-degradable Confetti may be thrown on the lawn. However, confetti may NOT be thrown within the Castle or on the car park areas. This includes exploding confetti bombs and balloons.

**Q. Are Fireworks permitted?**

**A.** Firework displays must be fully completed before 10.30 p.m. The only firework company permitted to carried out displays is Reaction Fireworks Ltd., contact Alan Hillary on 01207 524852.

**Q. When are the accommodation deposits due?**

**A.** Deposits for all rooms are due four (4) months prior to the Wedding. Any room that still remains unconfirmed, without a £50.00 deposit, three (3) months prior to the wedding will be cancelled and released.

**Q. When is the final balance for the Wedding due?**

**A.** The final balance is due 14 days prior to the Wedding taking place. It is your responsibility to advise the Castle of your anticipated numbers 28 days prior at which time an updated quotation will be sent to you.

**Q. Who will be our point of contact at the Castle?**

**A.** We are a dedicated team of professional hotel managers. After the wedding has been confirmed you will have cause to contact the Castle – be assured that you will receive the same degree of diligence, courtesy & care from every member of the Management team. It is not possible to guarantee that you will always have contact with the same member of the Management.