

Italian Garden Private Dining FAQs

One of the most magnificent areas of the gardens at Hever Castle is The Italian Garden, designed to display William Waldorf Astor's collection of fine Italian sculpture. The Guthrie Pavilion, Palladian in style with vaulted ceilings and floor-to-ceiling arched windows, makes for a light and airy atmosphere from day into night without losing the romantic backdrop of the lake and gardens.

We ask clients to note the importance of working closely with your Event Coordinator to establish arrival and departure times, pre-selected menus, wines/Champagnes, timings etc. and we ask that all the above details are confirmed at least two months prior to the function.

We take pride in offering outstanding service to each and every one of our clients from the first contact through to departure at the end of your wedding.

PLEASE ENSURE ALL YOUR GUESTS AND SUPPLIERS ARE AWARE OF OUR GUTHRIE PAVILION
TELEPHONE NUMBER: 01732 861 721

Should they encounter any problems with arrival or access on the day of your wedding the Event Manager can be reached on the above telephone number.

What is the booking procedure?

Provisional

A provisional booking can be held for a maximum of ten working days before confirmation or release is required. If no communication is made by the client within this time the provisional booking will be removed from the diary.

Confirmation:

To confirm your provisional booking, we ask that the Hever Castle Booking Terms and Conditions are read, signed and returned along with a non-refundable confirmation deposit which will be determined by your overall estimated spend.

Payments:

Your initial deposit invoice will be issued once we are in receipt of a signed booking contract. Following this, two months before your event date we will issue you with a final deposit invoice, which will cover the cost of all items requested during the planning process.

Meetings:

Should you wish to re-visit the venue with any of your suppliers, this should be conducted during the week and is by appointment only. Naturally this can only take place when we do not have another event in-house.

Minimum Numbers:

We have a minimum requirement of 70 adult guests in our Italian Garden venue.

Final Numbers:

Please note that final chargeable numbers must be provided 5 clear working days before the event, and this will be the minimum number of guests that will be charged for on the day.

Cancellation:

Any cancellations received after confirmation will be processed as detailed in the Booking Terms and Conditions.

Private Dining information

Availability:

The Loggia: Drinks Receptions from 6.30pm (April – September)
The Guthrie Pavilion: Dinners from 6:30pm – 1.00am (All year round)

Music:

We are happy to provide a CD system or IPOD docking station in the Loggia, free of charge. If you would like any live music such as a Harpist or String Quartet, please refer to our recommended suppliers list for musicians that have previously performed at Hever Castle. Full details of any musicians booked by the client must be given to the venue in advance e.g., number of musicians, instruments and times they are booked to play.

Room Hire:

Depending on your requirements, The Italian Garden facilities fee can include the use of the Loggia from 6.30pm for a drinks reception, alternatively you may just wish to the Guthrie Pavilion facility for your event. Prices will depend on your requirements and can be discussed in further detail with you event coordinator.

Please note the maximum capacity for the Italian Garden venue is 180 guests.

Table plan:

All guests will dine on 5ft round tables that can accommodate a maximum of 10 guests to a table. Please speak to a co-ordinator who will advise the best layout for your anticipated numbers. A

copy of the seating plan and list of any extra decorations that you may be supplying must be given to the events office at least four weeks prior to the event.

Table easel:

We have a large wooden easel if you wish to borrow this to hold your table plan.

Stationary:

Hever Castle can provide printed menus with Hever branding for your event. For all other stationary, we suggest you contact a venue decorator. Please speak to a coordinator for further information.

Set Up:

Hever Castle will provide tables, chairs, linen, glasses, crockery and cutlery for your event. We are happy to set up items on your tables such, place cards and menus; however, any decorative items will need to be set up by an external supplier.

Chair Covers:

Hever Castle do not provide chair covers however you are welcome to have an external supplier supply these for you if required. Please refer to our recommend suppliers list.

Menus:

We ask that the same menu is selected for your entire party with the addition of a vegetarian option. We are unable to provide a choice menu due to the limited space available in the Guthrie Pavilion kitchens. Offering a choice also has a detrimental impact on the speed of food service during the events. Our catering team are happy to cater for any guests with special dietary needs. Confirmation of menus should be submitted no later than two months prior to your event date.

Please note that all of our red meat on our menus is cooked to 'Medium'. It is not possible to offer a choice of cooking to your guests.

Children:

Highchairs are available and should be requested to your event organiser and listed on your table plan. Should you have babies attending the event, parents are permitted to bring 'jar' food and will not be charged for their attendance. They do however count as a guest for your table plan and will be included within the maximum numbers, should they require a place setting

Speeches:

Speeches must be planned for either before starters are served or after dessert has been served. Due to the detrimental effect having speeches between courses has on food quality and service we do not permit speeches in-between courses. Our recommendation is to have speeches after dessert.

Wines & Champagnes:

A selection of fine wines and champagnes are available for your choosing from our extensive wine list. (Please note this is updated each April in line with the financial budget and any relevant taxes on alcohol). If there is a beverage of your preference which is not listed on our wine list, please liaise with your event coordinator who will try and source this for you.

Beverages:

Additional beverages ordered on the day from the Loggia will be added to the main account. There are no facilities for a cash/card bar for guests to settle their own drinks on the Loggia area. However, once guests are within the Guthrie Pavilion we can accept cash/card payments from guests. We can also continue to add drinks to the main account should you wish.

Alcohol License:

The Guthrie Pavilion is licensed to serve alcohol until 12.30am.

Entertainment:

You are welcome to have a DJ or Band for your event within the Guthrie Pavilion. We request that the last dance takes place at 12:45am, ready for guest's departure at 1.00am. We would advise evening bands to set up between 6:00pm – 6:45pm, prior to guests entering the Guthrie Pavilion.

Departure & shuttle service:

If you have booked accommodation in the Anne Boleyn Wing, Hever Castle will provide a taxi shuttle service from the Guthrie Pavilion to the bedrooms at the end of the evening; as walking back through the grounds is not permitted. This shuttle service will run from 12:30am until 1:00am. If any residents miss the last shuttle service, they will need to arrange and pay for their own transport back. Guests are required to have departed by 1:00am. Hever Castle Ltd reserves the right to make an additional charge for departure later than this time of £150.00 per hour. This charge will be added to the final invoice.

Accommodation within the Anne Boleyn Wing

Bedrooms:

The Anne Boleyn Wing is a stand-alone section of the Astor Wing that boasts nine beautifully appointed bedrooms. Should you require these bedrooms, you will need to reserve Anne Boleyn Wing in its entirety.

Room Rates:

Please refer to your booking terms and conditions for your accommodation rates. All bedrooms will be settled on the main account by the client. It is with regret we cannot take individual payments from guests for their accommodation. A full English or continental breakfast is included within the accommodation rate. This will take place at 08:30-09:30am the following

morning. Residential guests also have complimentary access to the Castle and grounds the following day.

Check-in:

Rooms are available for check-in from 3:00pm on arrival and check-out is at 10:30am on the day of departure. No early check-ins are available.

Event Co-ordination

Event Coordinator:

You will have a dedicated Event Coordinator throughout the planning stage. During the coordination process there may be the need for you to communicate with other members of the Hever Castle coordination team. Our team work closely together and information pertaining to your event is accessible to all coordinators. Given the time period of some booking journeys it is a realistic expectation that a new coordinator may be introduced during your booking journey. At such times a detailed handover is carried out and an opportunity to meet with the new coordinator will be arranged. When the day arrives, your event will be managed by one of our Event Managers who will be fully briefed on your requirements.

Suppliers

Recommended Suppliers:

We offer a list of recommended suppliers as a helping hand to you. These are suppliers that have worked at the venue on many occasions and understand our operational requirements. They are best placed to guide you and work with you to develop your requests. You are free to source your own if you wish to for any service although we do stipulate usage of our in-house catering team, firework and marquee suppliers for these services.

Delivery & Collections:

It is essential that all suppliers liaise with the event coordinator prior to the event to confirmed delivery/drop off and collection times, otherwise access on the day may be denied.

Photography:

There may be certain restrictions regarding photography at the front of the Castle as this is dependant on events taking place on other areas of the estate. Should you wish to try and incorporate photos near the Castle, this will need to be discussed, closer to the date of the event and, if necessary, on the day where the house manager will need to make any necessary decisions.

Drones:

The use of UAVs (unmanned aerial vehicles) or drones are not permitted on or over Hever Castle without prior approval, and, if approved, these would only be permitted at times when the Hever Castle Estate is closed to and clear of members of the public to ensure their safety and security.

CONDITIONS FOR UAV/DRONE FLYING

Current CAA legislation states that drones are not permitted to be flown within 50 meters of any vessel, vehicle or structure which is not under the control of the person in charge of the aircraft. The aircraft should not be flown within 50 meters of any person except during take-off or landing or within 30 meters of any person except for the person in charge of the aircraft.

All operators must hold the following:

- a current and valid CAA 'Permission for Aerial Work' (PFAW).
- evidence of valid insurance cover.
- a risk assessment for the proposed flight
- a method statement outlining what equipment will be used and a flight plan outlining where flying is proposed.

Failure to provide all documents at least one week in advance of the event date, the drone will not be allowed. Prior arrangement must be communicated with your Wedding Coordinator who will request details of the drone company you will be using and let you know if it would be possible for a drone to be used.

Additional Items

Arrival:

Arrival to the Italian Gardens will be clearly signposted on the day to the Lakeview Car Park and not via the main entrance to the Castle.

Parking:

No overnight parking is permitted in the main car park or the Lakeview Car Park. The events office must be advised of any coaches booked for both delivering and collecting guests prior to the event taking place. Double decker buses or coaches are not allowed due to their size and the narrowness of the lane. Out of respect for local residents we do ask that guests depart quietly after the event.

Accessibility:

There is a limited number of accessible parking adjacent to the Guthrie Pavilion. Wheelchair access is via the Rose Garden and onto the top part of the Loggia where the drinks reception may be taking place (if included within your event agreement). Unfortunately, there is no access to the lower terrace.

Fireworks:

Fireworks over the lake are permitted on Monday to Saturdays, not Sundays and only through our preferred supplier and with the following stipulations:

Firing time is at 10pm and this cannot be deviated from. If the proceedings during the day are delayed, Hever Castle take no responsibility for a booked display being missed.

The manager on duty will escort your guests to the Loggia to watch the fireworks at 9.50pm. It is the responsibility of your guests to follow instruction at this time as the display will not be delayed.

Sparkler tunnels, if required, will take place after fireworks and not before.

Firework displays cannot be booked for any longer than ten minutes.

Our firework supplier will discuss available packages with you. If you do not inform us of a booked supply at least two weeks prior to your wedding, we will not allow the display to take place. Sparklers and sparkulars are only permitted outside of the venue and should be mentioned to your coordinator. Only standard size handheld sparklers are permitted, not giant ones.

Cakes Stand/Knife:

We have two beautiful silver etched cake stands and accompanying silver cake knife which we are happy for clients to use. The round one is 39cm (15.5 inch) in diameter and the square 40cm (16 inch). Please note that Hever Castle will not take on the responsibility of moving cakes from one location to another on the day of your event.

Private Guided Tours:

Castle tours are available for residential guests and last approximately 1 hour. Guests can view the wonderful and interesting Hever Castle artifacts with the guide telling not only of the fascinating history of the Castle but amusing tales and interesting facts taking you right through to the present day. A tour can be conducted at 10:30am following check out of the Anne Boleyn Wing (subject to availability) and the cost of tours should be confirmed with your coordinator.

Candles:

Real candle sticks are permitted in candelabras and can be lit for your event. Tea light style candles are permitted however they must be in a candle votive tall enough to cover the naked flame. All naked flames will be extinguished after the food service and before dancing commences, therefore, should you wish to include candles, LED candles must be used as an alternative.

Catering:

All food and beverages throughout your event must be provided by Hever Castle apart from a celebration cake which can be brought in by a supplier but must be accompanied with an allergen report which the kitchen requires a copy of.

Corkage:

The general rule of thumb is corkage is not permitted. We do, however, understand that there may be occasions when a particular beverage is desired that is not on our list. In these instances, Restaurant Associates will endeavour to source this beverage for you and will quote a price per bottle for the amount required. If Restaurant Associates are unable to source your preferred wine, the following corkage fees will be applied: £15.00 + VAT per 75cl bottle of still wine and £20.00 + VAT per 75 cl bottle of Champagne/Prosecco/Cava or sparkling wine. Any bottles over 75cl will

be priced according to size. This same rule applies to spirits, if you require a spirit not on our bar list, we will source it and confirm a price per single measure and the number of bottles you need to purchase from Restaurant Associates in order for it to be supplied, you will then need to pay for the number of bottles we need to order. Should we be unable to source a requested spirit, we will quote a per measure corkage rate and you will be charged per full bottle based on that rate for all bottles opened. In all instances, if we have sourced an item for you, any bottles charged for and not consumed can be taken away with you.