



HEVER CASTLE

ITALIAN GARDEN WEDDINGS

Booking Procedures, Information & FAQ's

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.**

Italian Garden Wedding Timings:

3.30pm Guests can arrive to the Lakeview Car Park, The Loggia Bar can be open

4:30pm The ceremony begins on the Loggia

5pm Drinks reception on the Loggia and photographs around the grounds*

6:30pm Wedding Breakfast in the Guthrie Pavilion

8:30pm Evening guests arrive

10pm Fireworks (optional, not provided by Hever Castle refer to info below)

1am Carriages

**areas available will be subject to any other events taking place around the grounds*

What is the booking procedure?

Provisional Booking:

A provisional booking can be held for a maximum of ten working days before confirmation or release of the date is required. If we receive no communication within this time, then the provisional booking will be removed from our diary.

Confirmation:

In order to confirm your provisional booking we ask that you read through the Hever Castle Booking Terms and Conditions, sign and return the document back to us. After which, a non-refundable booking fee of £2,000.00 is due and will secure and confirm your wedding with us.

Payments:

Deposit invoices will be issued prior to the event as follows:

Second deposit invoice due 9 months prior - £5,000

Third deposit invoice due 6 months prior - £5,000

Fourth deposit invoice due 2 months prior/ in line with the final meeting – remainder of quote balance

The above invoices are all required to be settled prior to your wedding day.

Meetings:

Should you wish to re-visit the Loggia and Guthrie Pavilion 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 wedding taking place. If you require a visit on a weekend, this will still be by appointment only.

Minimum Numbers:

Please refer to your wedding tariff which will note the minimum adult numbers required on your selected package.

Final Numbers:

Please note that final chargeable numbers must be provided 10 working days before the Wedding 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. There is not an option to postpone once a contract has been signed.

Civil Ceremony information

Kent County Council has granted Hever Castle a licence permitting the regular solemnisation of civil marriages and civil partnerships.

Booking:

Upon receipt of your deposit payment, a Ceremony Booking Form will be sent to you to complete and return to us. Once returned Hever Castle will reserve the Registrars for the date, time and location with Tunbridge Wells Registry Office. Having received the request from Hever Castle, the Registry Office will contact you directly to take a deposit and arrange for you to give notice of marriage. Please note payments are to be made directly by you to the Registry Office.

Ceremony:

All ceremonies take place at 4:30pm on the Loggia. This is not negotiable.

Capacities:

The Loggia can seat a maximum of 180 guests for a ceremony.

Music:

Although there is a sound system on the Loggia that can play music from a CD or be connected to a phone, we recommend the use of live musicians. We have a list of recommended suppliers that we have used before, or you can source your own. Full details of any musicians booked must be given to us in advance. Should you wish to use the sound system, Hever Castle are not able to take responsibility for the operation of this on the day, so you will need to designate one of your guests with this task. If you opt for music to be on a CD, there is restrictive viewing of the ceremony for the guest operating the sound system. If you opt for downloading music on a phone, there are Bluetooth speakers so the music can be controlled from any seat. (music MUST be downloaded before arriving at Hever Castle) We are unable to offer a trial run before the wedding although one of our team will be able to show your designated guest how the sound system works at 3.30pm on the day of the wedding. This time cannot be deviated from as our team will be busy with other wedding preparations.

During the wedding breakfast in the Guthrie Pavilion, there is no sound system so any music requirements must be provided by an external supplier such as a band or DJ. Hever Castle does not have a PA system or a microphone.

Please note, the Registrar will discuss what music can be played during the ceremony as no religious content is allowed.

Rehearsal:

The Kent Registration Service who conduct wedding ceremonies at Hever Castle do not offer rehearsals. Should you feel the need for a rehearsal at Hever Castle, without a registrar, this can be arranged, bookable a month in advance of the date of your wedding, subject to venue and staff availability. A fee of £500.00 is charged at the time of booking, which covers staffing cost, set up costs and venue costs for a two hour window which will be determined by the availability on the date you wish to conduct a rehearsal.

Hever Castle do not encourage or feel it should be necessary for you to conduct a ceremony Rehearsal.

Wedding Breakfast Information

Room Hire:

The Italian Garden Wedding venue hire fee covers your ceremony or arrival drinks reception on the Loggia at 4:30pm and your Wedding Breakfast in the Guthrie Pavilion commencing from 6:30pm until 1am.

Capacities:

The maximum capacity for the Guthrie Pavilion is 180 seated which includes the wedding couple, children and babies.

Up to 220 guests can be accommodated for an evening standing reception.

Table Plan:

We have a variety of floor and table plans available for the Guthrie Pavilion. Please speak to your coordinator who will share these with you. It is typical for the couple to be seated on a long top table and dining for remaining guests is on 5ft round tables that can accommodate a maximum of 10 guests.

A copy of your table plan and list of decorations that you will 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 which you are welcome to borrow to display your table plan.

Stationery:

Your printed place cards and any printed menus must be with your coordinator at least 24hours prior to your event if you wish for Hever Castle to place these items out.

Set Up:

Hever Castle will provide tables, chairs, linen, glasses, crockery, and cutlery for your wedding breakfast. We are happy to set up items on your tables such as favours, 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 cover the chairs if preferred. Please refer to our recommend suppliers list.

Catering:

All catering must be provided by Hever Castle Culinary, Hever Castle's appointed sole caterer on the Hever Castle Estate. Your wedding cake however needs to be provided by an external supplier.

Menus:

A three course dining menu is available for your wedding breakfast. You must select the same menu for the entire party, along with a vegetarian/vegan option.

Confirmed menus will be available in March for Spring/Summer weddings and July for Autumn/Winter weddings.

Confirmation of your chosen menu is required no later than four weeks prior to your wedding day.

Please note that all red meat on our menus is cooked 'medium'.

Drinks Packages:

We have a set drinks package available to compliment your wedding breakfast, with the opportunity to upgrade or add additional drinks.

A selection of wines are available for you to enhance the package if you wish. The wine list is updated annually and is shared with couples at the beginning of the season in April. There is a card taking bar for the evening reception within the Guthrie Pavilion.

Corkage:

We do permit corkage on wine and sparkling wine only. Please speak to your wedding planner with regards to the associated charges.

Children:

We have two children's packages available, suitable for all children up to the age of 18. Highchairs are available and should be requested in advance and noted on your table plan. Should you have babies attending the event, parents are permitted to bring baby food and you will not be charged for

their attendance. They do however count as a guest for your table plan and must be included within the total guest numbers.

Tasting:

An invitation to a complimentary menu tasting for two is included as part of your booking. This is a group menu tasting at which other wedding couples will be present.

For Spring or Summer weddings, the menu tasting will take place in early March and the date will be confirmed in January. For Autumn or Winter weddings, the menu tasting will take place in July and the date will be confirmed in March. This event takes place on a weekday evening at 6pm.

You will be asked to choose three starters, three main courses and three desserts from the menu that you wish to taste. Should you wish to taste a vegetarian or vegan dish, these dishes need to be included in your choice of three.

A selection of still and sparkling wines will be available to taste with our compliments and our full range of sparkling and still wines will be available to purchase by the bottle to taste during the evening or to take away with a 25% discounted rate from our list price.

If you cannot make the date that the group menu tasting is on, you are welcome to nominate two people to go on your behalf. Alternatively, a date can be arranged for a weekday lunchtime, subject to availability, for £75 per person for a maximum of two people. Wines and sparkling wines will not be available to taste, however, our full range of sparkling and still wines will be available to purchase by the bottle to taste during your lunch or to take away with a 25% discounted rate from our list price.

Speeches:

Speeches must be planned and communicated to your wedding coordinator. We strongly recommend that speeches take place after the wedding breakfast and not before to ensure a smooth food service and no delay to the rest of the evening. Should you prefer to have speeches before the wedding breakfast, the toasting drink will be pre-poured on the table as guests sit, and the starter will be served after 30 minutes even if the speeches are still taking place.

Evening Reception Information

Entertainment:

You are welcome to have a DJ or Band for your evening reception within the Guthrie Pavilion. We request that the last dance takes place at 12:45am, ready for carriages at 1:00am. We would advise evening bands to set up between 4:30pm – 6:30pm, prior to guests seating for the wedding breakfast. They will then be ready to begin playing at approximately 9:00pm/9:30pm following the wedding breakfast, speeches and cake cutting.

Evening guests:

Maximum capacity in the Guthrie Pavilion for the evening is 220 (including guests that have been there for the day) An arrival time of 8.30pm should be communicated. You will be asked in the planning stages if you wish any early arrivals to be brought into the Guthrie Pavilion or to be instructed to wait until the speeches have finished.

Alcohol License:

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

Departure and Shuttle Service:

If you have booked accommodation in the Anne Boleyn Wing, Hever Castle will provide an eight seater taxi shuttle service from the Guthrie Pavilion to the bedrooms, walking back through the grounds is not permitted and not possible as the gates will be locked. This shuttle service will run for one hour from 12:30am until 1:30am with the last shuttle departing from the Guthrie Pavilion at 1.15am. If any residents miss the last shuttle service, they will need to arrange and pay for their own transport back. Walking through the grounds is not an option as the gardens will all be locked and alarmed.

Non-residential guests are required to have departed by 1am. 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 Anne Boleyn Wing

Bedrooms:

The Anne Boleyn Wing is a stand-alone wing of nine beautifully appointed bedrooms. If you require bedrooms as part of your wedding, we ask that all nine rooms are booked. The charges for these rooms can either be added onto the main account, or guests can pay themselves.

If less than nine bedrooms have been booked by guests eight weeks before your wedding, the additional rooms are charged for on the wedding account.

Bedroom Rates:

Please refer to the bed and breakfast tariff for the relevant year of marriage for the bedroom pricing.

A full English and continental breakfast is included within the accommodation rate. Breakfast is served from 8am until 9:30am. Guests also have complimentary access to the Castle and grounds the following day.

Check-in:

Bedrooms are available for check-in from 3pm on arrival and check-out is at 10:30am on the day of departure. Breakfast is served 8am – 9.30am. It is permitted that the Bridal party may arrive from midday to check in to ONE bedroom. No additional early check-ins are available.

Wedding Coordination

Event Coordinator:

You will have a dedicated Event Coordinator throughout the planning stage, however during the coordination process there may be the need for you to communicate with other members of the Hever Castle team. Our team work closely together and information pertaining to your wedding is accessible to all coordinators. 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 wedding will be managed by one of our Event Managers who will be fully briefed on your requirements.

Wedding Event Sheet:

When you confirm your wedding with us, you will be issued with a copy the Event Sheet. This document is used to conduct your wedding and during the planning process, this document will work as a central place to collate all the information pertaining to your wedding. We will ask that you return a copy of this sheet, with your annotated information on it, 6-8 weeks before your wedding which will then allow our team to begin to finalise your wedding arrangements.

Suppliers

Recommended Suppliers:

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

Delivery & Collections:

It is essential that all suppliers liaise with the event coordinator before the wedding otherwise access on the day may be denied. All suppliers will only be granted access to the Loggia from 2:30pm and the Guthrie Pavilion from 4:30pm.

Table arrangements and chair covers can be stored that evening and picked up the following morning between 9:40am and 10:15am before we open to the Guthrie Pavilion to the public. Any large arrangements must be collected that evening after guests have departed.

Photography:

Where possible you will be able to have photographs on the day in front of the Castle. This is at the discretion of the Event Manager who will liaise with the Castle to ensure there is no cross-over between events taking place within the Castle on the same day.

Candles:

As we have optical smoke alarms that use light sensor and light source to detect heat and smoke, the last thing we want to happen is for alarms to go off during your wedding so for this reason and for the safety of you, your guests and our staff please adhere to the following:

Table top flame candles should be contained in votives that are higher than the flame itself.

The votive or container that the flame is in should protect the surface it is being placed on.

Flame tea lights to create walkways are not permitted.

Flame candles are permitted in tabletop candelabras (yours or ours) as the unprotected flame is then generally higher than the guest, so napkins / menus / place cards or any other easily combustible material, if thrown or knocked over, are generally lower than the flame itself.

Floor standing candelabra can be used but must be kept away from artwork and tapestries and we discourage candelabra that have lots of flame candles on, best to stick to those that have under ten flames.

Contained lanterns with flame candles in can be used if they protect the surface that they are placed on.

Oil fueled torches / wax procession and display torches are not permitted.

When flame candles are used they must be smokeless.

We do encourage the use of battery-operated tea lights which you can use in any quantity you wish.

Drones:

The use of UAV's (unmanned aerial vehicles) or drones are not permitted on or over Hever Castle without prior approval. If approved, this would only be permitted at times when the Estate is closed to and clear of members of the public to ensure their safety and security and in line with 'The Drone Code' as set out by the CAA. Please discuss with your Hever Castle coordinator prior to planning to hire a drone.

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.

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.

All operators must follow 'The Drone Code' as set out by the CAA.

Failure to provide all of these documents at least one week in advance of the event date, the drone will not be allowed.

Prior arrangement and agreement must be made with your Wedding Coordinator before a drone will be permitted on site.

Additional Information:

Arrival:

Arrival to the Italian Garden will be clearly signposted on the day to the Lakeview Car Park and not via the main entrance to the Castle. Guests will not be granted access to the Italian Garden until 3pm. If guests are attending a church ceremony at St Peter's Church in the village of Hever, followed by the reception at the Loggia and Guthrie Pavilion, cars must be moved to the Lakeview Car Park following the service.

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 day. Double decker buses and coaches (single rear axle vehicles) are not allowed due to the size and the narrowness of the lane.

Accessibility:

Wheelchair access is via the Rose Garden and onto the top part of the Loggia where the ceremony and reception take place. Unfortunately, there is no access to the lower terrace.

Confetti:

The use of confetti, rose petals and rice is not permitted anywhere within on the Estate. This includes the use of a confetti cannon. A clean up fee of £2,000 will be added to the final account if used.

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:

We request that your wedding cake is delivered assembled or that your cake maker sets this up for you as Hever Castle takes no responsibility for setting up or moving cakes. Access to the Guthrie Pavilion for set up is from 4.30pm so we strongly advise against a guest taking responsibility for this as they will miss the ceremony.

We have two silver etched cake stands and accompanying silver cake knife which you're welcome to borrow on the day. The round stand is 39cm (15.5 inch) in width and the square stand is 40cm (16 inch).

Private Guided Tours:

Castle tours are available for residential guests the morning after your wedding and last approximately one hour. Tours are conducted in the morning before the Castle opens to the public. And are subject to availability and cannot be guaranteed. Please speak to your coordinator to discuss this further.

Boating:

The boats on the lake are operated by an external company and are operated on selected days, hence, they cannot be guaranteed on your wedding day. The last boating session begins at 4pm and lasts until 5pm.