

Frequently Asked Questions

Below is a list of FAQs we hope you will find these useful. Of course, please just contact us if you have any questions or queries and we'll be only too happy to help.

Planning & Preparations:

Q: How do we keep in touch with you and whom do we liaise with?

A: If you have a question, please feel free to call the office and any member of staff will be able to answer preliminary questions. Around 3 months before you will then be put in contact with your wedding coordinator.

Q: How does the bar work and do you offer a pre-paid bar?

A: Our fully licensed bar can either be a "cash bar" or we can run a "tab" to a pre-set amount or a "prepaid" bar @ £25.50 per head, and £32.50 for evening guests arriving after 6.30pm, excluding Champagne, sparkling wine and top end brands. This gives unlimited drinks from the end of the wedding breakfast until the early hours.

Q: Is there an additional charge for evening guests?

A: The Eldon Package includes up to 80 guests.

Additional

evening guests are charged as per the current package.

Q: Do you charge extra for civil ceremonies?

A: All civil ceremonies must be booked and paid for directly with the Registry Office. There are no additional charges from Elmhay Park.

Q: If we're having a Church wedding, whom do we need to arrange this with?

A: You need to call Church Wedding Administrator, , Mike Wilsher on 07590 110 860. If you are booking St John's Church, Frome contact 01373 462325

Q: Do you charge for tables, chairs, cutlery, crockery or table linen?

A: Tables, chairs, cutlery, crockery or table linen are included our Eldon Package for up to 80 guests. This does not include place names, menu cards, table numbers, table plans and any other wedding décor; all of which are to be arranged by the Bridal Party.

Q: We would like to talk to the chef about our menus.

A: You will have the opportunity to discuss your menu and dietary requirements with the Chef at your food tasting a couple of months before your wedding.

Q: Can we change the menu option included in the package?

A: Yes you can choose from all the menu options, and mix and match starters, mains and desserts as desired. We'll be happy to provide further information and prices for menu upgrades.

Q: Can I hire a bridal car from the Castle to the Italian Garden and if so, who provides the ribbon?

A: Yes you can be chauffeur driven from the Castle or Lewis Lodge to the Italian Garden. Elmhay provides the ribbon - usually cream or white.

Q: What directions should be on my invitations?

A: If you are providing a postcode for your guests, please use BA11 2PB. This will bring them to the main gates to the estate. Once on the Estate Elmhay Park is clearly signposted.

Q: Do you have copies of the table plan, pictures of the menu options and floor plans?

A: Yes, you will find all of this on our website - www.elmhaypark.co.uk. Go to the My Wedding section and enter the password w3ddings to access the documents.

Q: Can we book a tee time for a round of Golf?

A: Yes, tee times can be booked up to six months before the wedding at £20 per round. Please call Orchardleigh Golf and Country Club on 01373 454200 and inform us that you are a wedding guest at the time of booking.

Q: What is Elmhay Park's Charter?

A: Our aim is that you are totally delighted with Elmhay Park and our staff from the first time you view, through all the planning, up to and including your wedding day, and that all expectations are met and we hope exceeded. Our aim is to treat everyone as we ourselves would like to be treated.

On your Wedding day:

Q: When can suppliers have access to the venue on our wedding day?

A: From 11:30am, maybe earlier by arrangement for your suppliers to start decorating the Orangery and Italian Garden.

Q: How do we work out the timings for our wedding?

A: Weddings need to flow without periods of inactivity so below we have put together timings, which allow plenty of time without long gaps.

Church Weddings

	Time:
Church ceremony	2:00pm
Reception drinks/canapés	3:00pm
Wedding Breakfast	5:00pm
Wedding Breakfast/speeches end	7:30pm
Evening entertainment starts	8:00pm

Civil Ceremonies

	Time
Civil Ceremony starts	2:00pm
Reception drinks/canapés	2:30pm
Wedding Breakfast sit down	4:30pm
Wedding Breakfast/speeches end	7:00pm
Evening entertainment starts.	7:30 pm

We do request that Church and Civil ceremonies are not before 2 pm. This then gives your guests plenty of time to arrive, change and attend the service.

Q: We're having a civil ceremony; can we bring our own music?

A: Yes, of course, you can. We can supply the sound system for you, free of charge.

Q: Who arranges the civil ceremony entrance music?

A: We recommend a trusted member of your ushers to arrange the music during the ceremony and to be downloaded before arriving. We can provide the sound system.

Q: Do you have microphones and a PA system for the speeches?

A: Yes we do, just let us know beforehand and we will arrange this for you.

Q: Where can we have our reception drinks?

A: It really depends on the weather, but usually outside on the terrace and on the lawns or in The Italian Garden. If the weather's a bit 'iffy', we'll serve them inside.

Q: Can we use candles?

A: Yes you can, but you'll need to make sure they are enclosed, as well as non-drip and obviously safe from children and anything flammable.

Q: Can we have confetti?

A: Unfortunately we do not allow any confetti in the Walled Garden but it can be used just outside the Walled Garden gates which provide a beautiful backdrop for your confetti photographs.

Q: Can we have bottled water for the tables?

A: Yes, at an additional charge.

Q: What time does the music have to stop?

A: You can carry on until dawn if you can manage it!

Q: What time does the bar shut?

A: As we don't have any neighbours, we will keep the bar open until you ask us to close!

Q: Can we have fireworks in the evening?

A: Yes you can but we must ask you to use our recommended suppliers, Galaxy Fireworks, as they have already carried out a site visit and provided the relevant paperwork for health and safety and carry massive insurance. Unfortunately we do not allow Chinese lanterns.

Q: Is there plenty of parking for guests?

A: Yes, there is ample parking for your wedding guests. **Q:** Is the car park area lit at night?

A: Yes it is floodlit at night, as are the gardens.

Accommodation:

Q: What is the check-in and check-out times for the Castle and Lewis Lodge and how many does it sleep?

A: Check-in for the Castle and Lewis Lodge is anytime after 4 pm and check-out is 2 pm. The Castle sleeps up to 10 guests with 2 extra on the sofa bed and Lewis Lodge sleeps up to 7.

Q: Is there a minimum requirement to book any cottages?

A: Yes you will need to book Garden House and Garden Cottage as a minimum requirement. A deposit of 50% is required 4-6 weeks after booking.

Q: How do we pre-book the cottages?

A: The cottages will be reserved for you until four months before your wedding; at which point, all cottages that you do not require will be released.

Q: Do our guests book with the office for the cottages?

A: No we give you a list of the cottages and you arrange your guests in the cottages, as you will know you can share with each other and families with children in the appropriate cottage.

Q: When can guests check in for the cottages?

A: Check-in time is any time after 1 pm for guests - earlier check-in may be possible if there is no event the day before.

Q: How far away are the cottages in Elmhay Park Village?

A: They are located 50m to the rear of Elmhay Park, a one minute walk from the main gates into the venue.

Q: Are pets allowed?

A: Pets are allowed by prior permission within our Pet Friendly cottages.

Q: Is there a Restaurant on the Estate to book a meal for the night before?

A: Yes we have the Peacock and Stag Restaurant which you will need to book well in advance for a meal with family and friends staying the night before your wedding. Please book through your coordinator.

