



## FREQUENTLY ASKED QUESTIONS

**ACCESS FOR SET UP** – From 9.00 a.m. for your suppliers to set up on the day of your wedding.

**ACCESSIBILITY** – The Belvedere is situated on the ground floor of the Lodge and is fully accessible with accessible toilet facilities.

**ACCOMMODATION** – Pembroke Lodge does not have on-site accommodation or a Bridal Suite to get ready. There is a good selection of hotels close by.

**BALLOONS** – Can be used as part of your decoration inside the venue only and should be delivered on the day of your wedding or event. We are unable to accept delivery of helium canisters prior to the wedding day and the canisters must be removed from the premises once the balloons have been inflated.

**BAR** – Both venues have bar facilities which can be run according to your wishes. All alcohol to be supplied by Pembroke Lodge. Bar credits must be paid in advance on the invoice by BACS.

**CAKE** – The wedding cake must be delivered on the morning of the wedding day. We are unable to accept deliveries at any other time. Any leftover cake must be collected the following morning.

**CAKE STAND/KNIFE** – Our Square and Round Cake stands are both 14 inches in diameter. If your cake is made of separate tiers (not stacked) we have a 2-tier stand which is 12 inches and 9 inches in diameter or a 3-tier – 6, 9 and 12 inches in diameter. We can also provide the cake knife.

**CANCELLING OR POSTPONING** – Please see our Terms and Conditions for cancellation terms.

**CANDLES** – Only battery-operated tea lights and candles may be used (no real flames). Candelabras are available upon request for use on dinner tables only. We can provide hire of the battery-operated candles for these at a charge of £5 per candelabra (3 candles). Lost or broken candles will be charged at £10 per candle. Please ensure any relevant suppliers are aware real flames are not permitted. If your florist plans to use our candelabra, they must either provide their own battery candles or you can hire ours – which must be arranged in advance.

**CARRIAGES** – Our venues are licensed until:

**In the Belvedere** – 23:45 for the service of alcohol and 24:00 for the provision of music and entertainment.

**In the Russell Suite** – 22:45 for the service of alcohol and 23:00 for the provision of music and entertainment.

**CATERING** – We have an excellent reputation for the quality of food produced by our team of Chefs. To maintain this reputation, we do not permit external caterers. Vegetarians, vegans, coeliac, lactose intolerance and allergies can all be accommodated - but you must advise us in advance.

**CEREMONY DURATION** – Civil Marriage Ceremonies (only Civil Ceremonies are permitted) usually last around 30 minutes.

**CEREMONY MUSIC AND READINGS** – Your selected music and readings must not be of a religious nature. You will need to bring your selected reading and/or music with you. Pembroke Lodge will play your music at the appropriate times during the Ceremony, and this should be provided on an iPhone/iPod.

**CEREMONY ONLY WEDDINGS** – Can take place on a Monday, Tuesday or Wednesday - but not during the months of July or August, or any Bank Holiday. Hire fees for a Ceremony only are - Russell Suite - £750 Winter, £1,000 Summer and Belvedere - £1,000 Winter, £1,250 Summer. Canapes and Reception Drinks are not included but can be available at an additional cost.

**HIRE CHAIRS** – Hire chairs must be delivered to the Room (not a kerbside delivery) during the morning of the wedding & collected before 10am on the following morning. Please check with your administrator regarding timings for delivery and collection. Hire chairs and any hire items being delivered on your wedding day must be set by your supplier.

**CHAIRS & COVERS** – Our chairs are standard, beige banqueting chairs. We do not provide or fit chair covers, but can recommend a company for this, (details are on our website). We are unable to accept delivery of chair covers before the wedding day and they must be collected by 11.00 a.m. on the following day.

**CHANGE OF EVENT DATE OR VENUE** – Changing your event date or venue may be possible more than 12 months in advance. In this instance, a transfer fee of £350 will be charged. If you change date and later cancel your event, the cancellation charges will be based on the original event date.

**CHILDREN'S MEALS** – Children under 10 years have their own menu. All children will have the same menu unless they have special dietary requirements. We provide half adult meals (ages 10 to 14 years old) which is a smaller portion of the adult 3-course meal.

**COACHES (SINGLE DECKER ONLY)** – To bring wedding guests to the Lodge are only permitted in the Park if they have the appropriate permit which can be obtained from Holly Lodge – 0300 061 2200. Please note that double-decker buses are not permitted in the Park.

**CONFETTI** – Can be thrown inside the ceremony room (paper confetti only) but nothing to be thrown outside in the grounds. Unfortunately, we do not permit confetti cannons in the rooms or in the grounds.

**CONFIRMING A BOOKING** – Due to excess demand, the only fair basis on which we can operate is "first confirmed". We recommend an early viewing of the venue by appointment. No booking is confirmed until the hire fee has been paid, the Booking Form completed and the Terms and Conditions signed. Where the hire fee is in excess of £1,000, it can be paid in 2 equal instalments.

**DECORATIONS** – Staples/pins, Sellotape or BluTak must not be attached to any of the walls, paintwork or floors. Any draping should be attached via existing hooks or be free-standing. Anything to be attached to the outdoor pergolas should be done so with cable ties. Please note and advise suppliers e.g. florists and photographers that step ladders are not provided by Pembroke Lodge and if required, must be brought in by themselves.

**DIRECTIONS** – Maps of Richmond Park to be sent out with your wedding invitations are available on our website.

**DOGS** – Are not permitted in the Lodge or anywhere in its grounds – unless they are registered assistance dogs.

**FIREWORKS & CHINESE LANTERNS** – Are not permitted as we are in a National Nature Reserve (includes Sparklers).

**FLOWERS & PLANTS** – You are welcome to source your own flowers or use the recommended suppliers on our website. Unfortunately, the scattering of real petals on the floors (down the aisle for example) is not permitted. All flowers and plants/trees can only be delivered on the morning of the wedding day. Flowers for The Russell Suite staircase is permitted at ground level only, (not on the banister.)

**GUEST NUMBERS** –

**The Russell Suite** – Up to 70 seated guests for the ceremony and 3-Course wedding breakfast, and up to 100 guests for the evening party. Minimum numbers apply.

**The Belvedere** – Up to 140 seated guests for the ceremony and 3-Course wedding breakfast, and up to 200 guests for the evening party. Minimum numbers apply.

**HIRE FEE** – Payable only by bank transfer to secure a date. If the hire fee is above £1,000, payment can be made in 2 instalments – (50% to secure a date and the 2<sup>nd</sup> instalment payable 6 weeks later)

**MAIN MEETING** – Will be held with your Banqueting Manager approximately 7 months before your wedding day and is only held on a weekday when we have no functions taking place.

**MARQUEES** – Are not permitted within the Lodge grounds.

**MINIMUM NUMBERS** –

**In the Belvedere** – On Fridays, Saturdays & Sundays from 1<sup>st</sup> April to 30<sup>th</sup> September, and all Bank Holidays, there is a minimum requirement of 90 adult guests for the 3-Course meal. At all other times the minimum guest numbers are 70 adults for the 3-Course meal.

**In the Russell Suite** – On Fridays, Saturdays & Sundays from 1<sup>st</sup> April to 30<sup>th</sup> September, and all Bank Holidays, there is a minimum requirement of 30 adult guests for the 3-Course meal. At all other times the minimum is 20 adult guests.

**MUSIC - DJ OR BANDS** – You are welcome to source your own music or use the recommended suppliers on our website. Please note that our sound limiter is set at 99 decibels. Music during outdoor ceremonies and reception drinks must be acoustic – no amplified music outdoors is permitted.

**NAPKINS** – These are flat folded.

**OTHER FUNCTIONS** – There are two separate venues at Pembroke Lodge and thus two separate events can take place on the same day.

**OUTDOOR WEDDINGS** – Ceremonies can be held inside the building or outside on the Terrace (for the Belvedere) or in the Woodland Garden (for the Russell Suite). The wedding breakfast must be held indoors.

**OUTDOOR LIGHTING** – Cannot be attached to the building or any of the trees/shrubs. Battery operated lights can be attached to the pergolas using cable ties only – no pins, nails, etc.

**PARK CLOSING TIMES** – The Park gates close at dusk. Once the gates are closed, guests can only enter and exit via the Richmond Gate, where our Gateman will be on duty during weddings.

**PARKING** – There is a large public car park very close to Pembroke Lodge where all guests must park.

**PAYMENT OF THE FINAL ACCOUNT** – Settlement of the final invoice is required 30 days before the date of the wedding and paid by bank transfer. No refunds can be made in respect of alterations within 10 days of the wedding, as orders will have been placed. Bar credits to be paid in advance on the invoice.

**PHOTOGRAPHERS** – You are welcome to source your own photographer or use the recommended suppliers on our website. Drone Photography is prohibited by The Royal Parks.

**REGISTRARS** – You need to notify your local Register Office (in the borough where you live) of your intention to get married and to book the Registrars via Richmond Council to conduct the ceremony. Please check us with us what time slot to book before doing so.

**SMOKE MACHINES** – Unfortunately, these are not permitted inside the building.

**SMOKING** – Guests are welcome to smoke outside the building and ashtrays can be provided.

**SUPPLIER MEALS** – We can provide a 2-Course hot meal at £32 for suppliers only. This is only available when the supplier sits separately to eat, not if the photographer or DJ is a friend and sits at the guest tables for dinner. The 2-Course meal is of the Chef's choice on the day.

**SWEET CARTS & ALCOHOLIC FAVOURS** – Sweet carts are only permitted alongside one of our evening buffets. Should you wish to provide miniature alcoholic favours on the table (5cl individual bottles) there is a charge of £1.50 per person.

**TABLE DECORATIONS** – Place names, cameras, favours, etc can be delivered the day before the wedding at a time to be agreed with your Wedding Administrator, but we can only accept deliveries during the morning.

**TABLES** – Our tables are round and can seat up to 10 guests per table. We can provide a long top table depending on total guest numbers.

**TABLE LINEN** – Table cloths and napkins are plain white and are included in the hire fee. If you wish for the Belvedere outdoor tables to be clothed, this is available at an additional charge of £50.

**TASTING** – If you wish to sample the menu you have chosen, we can arrange a tasting for you; with the exceptions of a cold buffet, canapes and evening buffet. Tastings are charged at £100 for two Starters, Main Courses, Desserts, two White Wines and two Red Wines from the standard menu. If you choose a dish or wine with a supplement charge, this supplement will be added. Any dishes or wine in addition to this will incur an extra charge. Tastings take place on weekdays in one of our meeting rooms. It may be possible to arrange in either suite but this must be requested prior to booking and may not be possible due to events taking place.

**VAT & GRATUITY** – Our prices are inclusive of VAT. Optional gratuities at 7.5% will be on your invoice, please ask a member of the team should you wish to remove this.

**VIEWINGS** – Can be arranged by phoning (020) 8940 8207 or email: [info@pl.org.uk](mailto:info@pl.org.uk)

**WAITING STAFF** – Staff service is based on one waiter/waitress per 10 guests.

**WEDDING BREAKFAST** – A 3-course sit down meal is a requirement for the wedding. You should choose one meat and one vegan/vegetarian Starter and Main Course for all guests and one Dessert (unless guests have special dietary requirements). Additional dishes must be agreed by our Head Chef, and may incur a £5pp surcharge.