



Astor Wing and Castle Private Dining FAQs

The Astor Wing boasts a standard of decoration and comfort that is outstanding and retains the warm, relaxed feel of a family home. The Tudor Suite, located within The Astor Wing, is a series of three inter-connecting rooms all of which have impressive wood paneling, leaded windows with views of the Castle, Moat and Gardens.

During the winter months when we are closed to the general public and from 6:30pm throughout the year, private events can be held in the Castle itself; with drinks and canape receptions being held in the Castle Inner Hall and dinners taking place in the Castle Dining Room.

All year round the venues offer unsurpassable photo opportunities both inside as well as in the Award-Winning Italian Gardens.

The atmosphere is that of a cosy and peaceful country manor with a team of professional and discreet staff. 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 every one of our clients from the first contact through to departure at the end of your function.

PLEASE ENSURE ALL YOUR GUESTS AND SUPPLIERS ARE AWARE OF OUR OUT OF HOURS
TELEPHONE NUMBER: 01732 861 703

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 of the date is required. If we receive no communication within this time, then the provisional booking will be removed from our diary.

Confirmation:

To confirm your provisional booking, we ask that the Hever Castle Booking Terms and Conditions are read, signed and returned to us. A confirmed deposit equal to 25% of your quotation is then due to confirm your booking.

Payments:

Your final outstanding balance is due no later than two months before the event and will be based on your guest numbers, accommodation, and catering requirements at the time.

Any changes after the final balance is paid, may result in another invoice which should be settled in all cases before your event takes place.

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 20 adult guests for Private Dining Events.

Final Numbers:

Please note that final chargeable numbers must be provided 5 clear 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.

Private Dining Information

Room Capacities:

Tudor Suite: Maximum of 60 Guests for dinner

Castle: Maximum of 40 Guests for dinner

Music:

We are happy to provide a CD system or IPOD docking station, free of charge, however we do ask that one of the guests operates the IPOD. 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.

Accessibility:

The Tudor Suite Dining Room within The Astor Wing is a non-accessible room as there are two steps down into this room. The Castle Dining Room is accessible as it is on the ground floor level.

Table plan:

We are able to offer different table layouts within the rooms. Please speak to the event coordinator who will advise the best layout for your numbers. A copy of your table plan can be printed onto an A3 sheet of paper and displayed on our table plan stand free of charge. A copy of the seating 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.

Stationary:

Hever Castle can provide printed place cards and printed menus with Hever branding for your event. Speak to a coordinator for associated costs.

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 as favours, place cards and menus however any decorative items will need to be set up by an external supplier.

Chairs:

The Tudor Suite Dining Room can accommodate up to a maximum of 60 guests on six round tables of ten using gold banqueting chairs with red seat pads. As an alternative to this, there are 54 wooden framed Tudor Suite chairs which have a fabric seat and fabric back in colours that are 'in keeping' with the venue. These chairs are ideal for numbers of 54 and under as a maximum of nine of these chairs fit around a round table.

Chair Covers:

Hever Castle can assist with sourcing chair covers for both types of chairs as detailed above. There will be a cost for the provision of chair covers. You are welcome to have an external supplier supply these for you if preferred. Please refer to our recommended suppliers list for contact information.

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 Castle 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 and 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:

All additional beverages ordered on the day within the Castle or Astor Wing will be added to the main client account as there are no facilities for a cash/card bar for guests to settle their own drinks. The Moat Restaurant which hosts evening receptions can accept cash/card payments from guests.

Alcohol License:

Hever Castle is licensed to serve alcohol until 12 midnight throughout the week and weekends to non-residential guests. Residential guests can continue to drink alcohol if the client chooses to offer a late bar within the Astor Wing, following midnight departure of non-residential guests.

Evening Reception Information

Dancing:

Dancing is not permitted in either the Castle or the Astor Wing due to the nature of the building. Evening events where dancing is required can be held in the Moat Restaurant.

Moat Restaurant:

This venue is available for music, dancing, a buffet and bar for up to 120 guests.

You can begin your evening reception from 7.30pm and suppliers have access from 6.00pm to set up. The bar will stay open until 11.30pm. Out of respect for the local residents we ask that music stops at 11.45pm and that guests have departed by midnight. An additional facilities fee will be applied for the hire of the Moat Restaurant. Please refer to your private dining tariff for the associated cost.

A minimum catering charge of £1000 plus VAT will apply when the Moat Restaurant is hired. This amount includes pre-booked food and bar revenue (cash / card / account) generated on the

evening. This amount will be incorporated into the final deposit invoice should the items you select in the planning stages not equate to £1000.00 plus VAT or more.

Real candles are not permitted in this venue.

Set Up:

It is with regret that our team are unable to transfer your table arrangements used during your dinner from the Astor Wing over to the Moat Restaurant for your evening reception. We advise that you allocate a member of your party to assist with this. All additional decorations need to be organised by your florist or a nominated external supplier. The catering team may be able to assist with smaller items of set up but an additional staffing charge may be applied.

Late Departure:

All guests must depart the Moat Restaurant by midnight. Hever Castle reserves the right to make an additional charge for a late departure of £150.00 per hour. This charge will be added to the final invoice.

Evening Bar Facilities:

If you would like to have a bar facility after dining in the Tudor Suite Dining Room, we can offer this from the Tudor Suite Sitting Room until midnight. This can either be on an account basis, where the cost will be estimated in the planning stages and charged for as part of your pre-event pro-forma deposit schedule with the actual amount then being detailed on the final invoice that follows after the event; or on a card sales basis where-by your guests can pay for drinks they order as they go on a card. We do not have cash facilities at Hever Castle. The bar will be staffed and will close at midnight.

You can choose to have an account bar up to a certain amount and then switch to a card sales bar if preferred.

Our Food and Beverage Sales Coordinator will liaise with you in the planning stages to make the necessary arrangements and you can select which drinks you would like to be available and / or set a maximum bar spend / tab. This facility is only available until midnight and can only be offered when timing allows us to change the set up in the Tudor Suite Sitting Room from one set up to another.

For exclusive-use residential events, we are unable to set up a bar in the Tudor Suite Sitting Room until midnight and then move it to the Music Room. Please decide in the planning stages which location is preferable. Should you opt for the Music Room, all non-residential guests need to have departed before this is available.

If a maximum spend is set, we will stop serving drinks when it is reached unless you (or a designated guest) sign a request to extend your tab on the evening.

We can supply a till receipt for a card sales bar, we are unable to supply a till receipt for an account bar.

If your event is an exclusive-use hire, should you wish to offer a resident's bar from outside the Music Room after your event, this can only be offered on an account basis (not card sales) and the cost will be estimated in the planning stages and a charge added to your pre-event deposit pro-forma invoice. This bar will not be staffed and will be removed at 2am. Please note that if a

residential bar in the Music Room is requested, all non- residential guests need to have departed before this is opened.

We are unable to offer a resident's bar outside the Billiards Room.

With regards to drinks in the Castle, due to the nature of the building all drinks in the Castle must be pre-ordered and will be tray served, we are unable to offer a bar facility.

If you are dining in the Castle, you can have access to the Castle Dining Room until midnight after which a resident's bar can be set up outside the Music Room (if your event is an exclusive hire). If you wish to vacate the Castle Dining Room before midnight, a bar facility can be set up in the Tudor Suite Sitting Room until midnight. Either case, the above detailed conditions apply.

Accommodation within the Astor Wing & Anne Boleyn Wing

Bedrooms:

Within the private, residential area of the Astor Wing we have 18 en-suite bedrooms. We also have a number of z-beds/sofa beds/travel cots. Prices for these are available on request. It is not permissible for guests to bring additional z-beds/camp beds for children to sleep on.

For exclusive use hire of the Astor Wing, a minimum number of 12 double bedrooms (7 deluxe, 4 feature and 1 superior) must be booked and will be added onto the main account. If 12 bedrooms are not booked, the remaining bedrooms will be made available for Bed and Breakfast sales.

The Anne Boleyn Wing is a standalone section of the Astor Wing that boasts nine beautifully appointed bedrooms. Should you require these bedrooms in addition to the accommodation within the Astor Wing, we ask that you book all nine bedrooms within this wing. To take both accommodation wings, you would be subject to a minimum of 24 bedrooms on your main account.

Room Rates:

Our tariff shows the rates charged per room, per night. A full English or continental breakfast is included within the accommodation rate. This will take place at 08.00-09.30 the following morning. Please refer to your booking terms and conditions for your accommodation rates.

Why are the Bed and Breakfast bedroom rates more cost effective than private event accommodation rates?

As The Astor Wing is a private and exclusive use venue, our accommodation is let in line with a private event. This allows us to provide your guests with the feeling of exclusivity with such facilities as; Exclusive Use, a turn down service in each bedroom and bedroom paperwork in each bedroom too. It was decided in March 2012 that we would allow our accommodation to be offered on a bed and breakfast basis on dates that we didn't have any private events in house. Due to this, being able to book a bed and breakfast bedroom is only available within an eight week lead in time. Therefore bed and breakfast accommodation is available on dates that we provide rather than the guest having a free choice, because of these restrictive factors we have reduced the accommodation rates for bed and breakfast to encourage guests to book the bedrooms on dates that our business is quiet.

Check In:

Rooms are available for check-in from 3.00pm on arrival and check-out at 10.30am on the day of departure.

Changing Rooms:

If changing rooms are required these will be charged at £175.00 per room. Arrival and departure times must be agreed with the venue prior to your event taking place.

Late Bar:

Should you choose to have a self-service late bar by the Music Room this is available at the end of the evening with access also granted to the Billiards Room. This is set up as a private bar for resident use only and due to our residential license, this is left out until 2am. An estimated charge for beverage consumption from this bar will be added to your final deposit invoice and actual consumption from this bar will be listed on your final account.

Event 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.

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 supplier you wish too for any service although we do stipulate usage of our in-house catering team, firework and marquee suppliers for these particular services.

Delivery & Collections:

As the Astor Wing is not open 24 hours a day, it is essential that all suppliers making deliveries or wishing to set up, liaise with the events office to arrange a convenient date and time.

Suppliers Meals:

Please speak directly with your suppliers to see if they require catering during their time at Hever Castle. If they require a hot meal or sandwich these should be pre-ordered in advance. Please speak to your Coordinator for the associated charges.

Photography:

It is permissible for you to take photographs within the Italian Garden area however this should be discussed with your coordinator. If there is an Italian Garden event taking place on the same day as your wedding, they will have priority of that area. This will be discussed with you prior to your day.

Flowers:

Pamela Brise looks after all of the floral arrangements within the Astor Wing and Castle. We have four permanent flower arrangements in the corridors of the Astor Wing, which are arranged using green/cream/white flowers with foliage. If you would like to discuss any further arrangements with Pamela please phone her directly - 01732 823890.

Client's own florists must liaise with the venue directly to organise delivery and access times. Please note that as an exclusive use venue we are unable to allow access to any suppliers when other functions are taking place here in the Astor Wing.

Additional Items

Catering:

All food and beverages throughout your celebrations must be provided by Hever Castle apart from a celebration cake.

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 particular 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: £17.50 + VAT per 75cl bottle of still wine and £22.50 + 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.

Parking:

There is a car parking area available for guests to use free of charge during your stay. Directional signage will be strategically placed to direct guests on the day. Overnight parking is strictly not permitted for non-residential guests.

Fireworks:

Due to insurance limitations, we are unable to allow any fireworks around the Castle or Astor Wing complex.

Cake 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 last approximately 1 hour with guests being able to 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. Tours can be conducted outside of public opening hours 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 wedding breakfast. Tea light style candles are permitted however they must be in a candle votive tall enough to cover the naked flame. For any evening reception, LED candles must be used.

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 member of the public to ensure their safety and security.

CONDITIONS FOR 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 of these 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.