



GUIDELINES FOR WEDDINGS
AND
HOUSE RULES

bijou

GUIDELINES AND HOUSE RULES

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I. THE PLANNING PROCESS

A broad overview of the timetable for planning your wedding day

The planning of your wedding day will inevitably spread over several weeks or months. We strongly advise you to get the process clearly defined at the outset, as this will ensure the whole experience will be enjoyable for you both. Stress-free, even!

As soon as possible after booking

As soon as you have confirmed your wedding day with us, we will immediately invite you to come in for your first Wedding Planning Wednesday (WPW) consultation, held between 9am and 5pm. The objective of this session is simply to start you off on the right path by offering you a tutorial on your Bijou Online Planner and developing a Wedding Planning TimeLine with you, so that we know how soon you will be needing assistance and support from us. Of course, it is possible to defer the initial consultation to the point in the diary when you wish to start your wedding planning in earnest but for most couples it can be beneficial to get a TimeLine established sooner rather than later, so that everyone involved is working from the same plan. These sessions generally take place at the venue you have booked, but on occasion can be arranged at another of our venues if necessary.

We advise you to get in touch with either the Registrar or your chosen Church **at the time of booking** but, when we look at the TimeLine with you, we can advise on when you should start to investigate and reserve suppliers and liaise with other wedding service providers.

Outline of Bijou's involvement in the Planning Process (starting at the Wedding Planning Wednesday consultation)

At the Wedding Planning Wednesday consultation (in addition to developing with you the all-important TimeLine) we will explain what support Bijou will be offering in the months ahead. This breaks down broadly into the following:

The initial WPW: this gets you started and creates your plan. We will ensure that you are happy with using the Bijou Planner (the software facility that we used to supply your initial quotation).

A continuum of support as your detailed planning develops – we refer to this as the 'Admin' of the wedding and it is provided by our dedicated Wedding Planning Team who are based at our venues and are available seven days a week, 9am to 5pm. Any member of the Wedding Planning Team will be able to answer your queries by phone, by email or on our chat-style messaging system, directly linked to your Bijou Planner. As your Big Day approaches, the Wedding Planning Team will monitor your progress on your Bijou Planner and will ask you questions to ensure that we fully understand everything you want, and how you want it. Your TimeLine will show that we will be hoping that your Bijou Planner is largely complete roughly three months ahead of the Day.

Advice and Answers: we cannot guarantee that these will always be 100% what you want to hear. The ramifications of living in a highly regulated world often impact on the delivery of events. We can guide you through the logic and the law but please try not to shoot the messenger. Similarly there are commercial considerations, which have to be defended in order for Bijou to survive, and practical considerations regarding what is or is not physically possible.

At the initial WPW consultation we will agree with you when you wish to have your second major consultation – **the second Wedding Planning Wednesday**. At this stage in the Plan we would expect to have 90% of the Planner complete (minus final numbers and other small details of course). This face-to-face meeting will make sure that the Online Planner fully reflects all the details and subtleties of your plans. This session is an ideal time to meet your suppliers on site and to enjoy the Bijou Tasting Platter. (Your suppliers are of course welcome to visit your venue on any WPW with or without you – even if you are not scheduling a meeting with a member of the Wedding Planning Team). Please note, if you would prefer to try the Bijou Tasting Platter earlier on, we can arrange for this to take place at your initial Wedding Planning Wednesday. Please speak to a member of the Wedding Planning Team when booking.

At **'minus two weeks,'** when final numbers and payment are due, your Online Planner will be checked to ensure that all information is disseminated to the various departments in a seamless fashion, to make sure that on the day it all comes together as you have planned. At this point the Online Planner will lock to

prevent any further changes.

The **day itself** will be expertly managed by the Bijou team, who will be referring to the finalised version of your Online Planner.

Your Wedding Planning TimeLine

A list of highlights to consider throughout your wedding planning process:

- Book venue (and confirm)
- Wedding Insurance
- Book church/registrar/independent celebrant
- Save the date notifications
- Dress/es and accessories
- Photographer/videographer
- DJ/Band/other music
- Suits for groom/groomsmen
- Entertainment
- Florist
- Cake
- Wedding List/Registry
- Stationery
- Hair and beauty
- Shoes
- Send Invitations
- Table Plan
- Designing the ceremony
- Music
- Readings
- Final numbers (2 weeks before wedding)
- Payment of final balance (planner locks and no further adjustment is possible except to the seating positions on the table plan)
- Table Plan final adjustments to
- For the Day – a list of things that you will bring with you.

The Bijou Partners

To continue the Bijou quest for quality, elegance and importantly, consistency and reliability, the Bijou Partnership provides a hand-picked selection of some of the British wedding industry's most talented, luxury suppliers under one roof.

Maintaining Our Venues

We take very seriously our responsibility to keep our venues in excellent condition. Furthermore we continually assess and re-assess our venues to make sure that they are always optimally equipped and setup to allow us to give our customers the very best. With both of these goals in mind we carry out regular maintenance work and also, on occasion, make small adjustments to the structure and décor of our venues. We do, therefore, reserve the right to alter, update, amend or redecorate any room in any venue at any time. Such changes are seldom material in nature and we of course endeavour to keep all our customers abreast of changes that might impact their plans. It is at our discretion to assess which changes might be termed 'material' and require notification.

2. GENERAL INFORMATION

Contract Terms / Key Fact Sheet

Your booking is subject to your having accepted our terms and conditions as detailed in your Key Facts Sheet/Contract in the Planner. Once confirmed, you are bound by these.

Please note that by accepting your booking we are agreeing to turn away any other enquiries looking at your venue on your date. This generates considerable exposure and risk for us and we protect ourselves from this risk via our cancellation terms and charges. Please ensure that you read these carefully.

Please ensure your details are correct on the Key Facts Sheet/Contract and contact us immediately to make any amendments. Payment of your confirming deposit independently confirms your booking and indicates your acceptance of our terms and conditions. On the next occasion you access the planner following receipt of payment, you will be asked to confirm your acceptance again. Please do so within a week of paying your second deposit.

Period of Exclusive Use

This runs from 11am on the day of your wedding (unless you have reserved the house for the evening before, in which case the time is 6pm) to 11am on the morning after. Extensions either side, charged by the hour, are possible if the house is available but can only be quoted for and confirmed four months before the date.

Civil Ceremonies

Bijou cannot guarantee the availability of the Registrar; we strongly recommend reserving a time during your 10-day holding period, after paying your 1st deposit. Contact details for the local Registry office can be found on your Planner. It is your responsibility to call their office direct and book a suitable time.

All Bijou Wedding Venues are licensed to host 'outdoor' wedding ceremonies. The option to host an outdoor ceremony is only available between May and September if your wedding is being conducted by a Registrar. There is a nominal extra set-up charge for

this. No refund of set-up charges will be granted in the unfortunate event of bad weather. The decision as to whether you can host your wedding outdoors will ultimately be down to the Registrar on the day.

Independent Celebrants/ Customised Ceremonies

If you choose to have a celebrant rather than a registrar or church ceremony, we ask you to ensure that your celebrant operates within the law and doesn't suggest that the ceremony is a 'legal marriage'. The official papers will need to be signed separately with a Registrar. Other than this, there are no constraints on what is included in the ceremony, subject to the normal Health and Safety/Fire issues.

Wedding Insurance

We strongly recommend that you insure your wedding. Please view the Bijou Partners section on the website for further information.

Deliveries

Unfortunately, due to our exclusive use commitment, we cannot accept delivery or collection of anything outside of your exclusive use booking period.

We kindly ask that all deliveries are made and removed within your 'reserved period'. In order for us to perform our duties efficiently, all table additions (eg place cards, menus, confetti etc.) should be delivered in labelled bags – one per table – with clear instructions on their placement. Our Bijou Partners are fully familiar with our requirements in this area and more than able to work within them.

The Online Bijou Planner

This is an online program that contains all the documents, reports and systems that you will use to plan, manage and control the delivery of your Wedding.

Included is a Guest List, which underpins the Table Seating Plan (this must be complete three days before the wedding and it acts as the ultimate control to ensure that everyone expected has a seat and a meal!).

The final version of the Bijou Planner is used as the control document for the day and subsequently will be adjusted with the 'actual' information (i.e. what happens on the day) to arrive at the refund payable to you after the event.

Menus and Wine List are also incorporated within the Planner. You can design your own menus if you prefer, subject to our chefs' approval and subject to agreeing a bespoke price. The homepage of the planner contains links to a number of PDF reports including your Invoice, Food Report, Drinks Report and Timetable.

Payments

You will find that the Planner will keep you aware of the total cost and this, subject to our review and agreement two weeks before your wedding, will be the amount you will need to have paid at that time for your wedding to go ahead. Your instalment payments will have been based on those shown on the initial quote sent to you and any subsequent amendments will be reflected in the final balance payment figure. Please note that we cannot accept credit cards for any payments prior to your wedding day itself.

Direct Debit / Monthly Instalment Option

If you'd prefer, we can collect your instalments by direct debit, either in the amounts and on the dates shown on your planner, which will themselves 'freeze' once you have paid your second, confirming, deposit, or in monthly installments, which will be displayed if you 'click to review' this option, commencing as soon as ten days from the date you request a monthly pattern, using GoCardless. On the Payments Page of the planner you will find an option to authorise GoCardless to collect money on our behalf. Once you have authorised them, you will see the option to pay in monthly installments. You can choose a starting date of the month and the system will then work out the monthly amount and dates. Please note, however, that neither your deposits nor the final balance payment can be collected by direct debit but need to be paid by bank transfer or debit card - in the latter case this is due to the last minute changes that frequently happen as you finalise your wedding plans.

Food

Our stipulations regarding the amount of food we ask you to order and at what period in your day, are based on our many years of experience hosting weddings. They are designed to ensure that your guests do not go hungry. This is partly to ensure that your day is well received by all and partly to allow us to fulfil our licensing conditions - we cannot serve alcohol to empty stomachs.

Canapés

We advise that you provide canapés if it is anticipated that the reception (pre-meal) will extend for more

than an hour and a half, as your guests will most likely be getting hungry and may start requesting food after this time.

Main Meal

Prices quoted for the main banquet assume a **set meal of a single option** for each of the three courses for all guests. Where appropriate, a single alternative (vegetarian/allergen-free) option for starter and main course and a fruit plate option for dessert are available. Supplementary charges become payable should you wish to have a choice beyond this. These extra charges are necessary due to the processes involved with banquet catering as opposed to à la carte style. We do not recommend that you serve your wedding cake as (part of) the dessert as we find that it is better received when served as part of the evening refreshments. Please note if you decide not to follow our advice on this, we cannot offer any reduction in the cost of the meal in such circumstances and you must, of course, consider the logistics of when the cake is to be cut.

Evening Buffet

Our menus and prices assume that a light evening buffet is provided if you have extra guests for the evening. If you are not inviting any extra guests for the evening then you may exchange canapés for an evening buffet. There may be a small additional increment in price in these circumstances. If you are inviting additional guests for the evening then an evening buffet must be provided. Any upgrades to the Evening Buffet (above the light evening buffet included in the 'package') are priced as 75% portions for day guests and full portions for evening guests. Exact numbers with menus must be notified to us when final numbers are confirmed.

Food for Photographers /Musicians etc.

Please ensure that you have discussed food requirements with your suppliers and that this has been recorded on your food schedule.

Breakfast the Following Morning

You will be offered the choice of ordering The Bijou Breakfast or The Bigger Breakfast ahead of your wedding. Please review the options on your planner or speak to the Wedding Planning Team to find out more. Selecting your breakfast preference on your planner will update your invoice accordingly. Please note that some food items are seasonal and may not be available, but we will always substitute with a suitable alternative. **The same breakfast type must be ordered for all guests.**

External Caterers for Cultural or Religious Reasons

Bijou do not work with external catering companies and external catering companies are not permitted at any of our venues. We provide a fully serviced environment and are confident our wealth of culinary experience allows us to cater to all reasonable requests. Our Executive Chef has designed a broad range of menus to cater for a plethora of preferred cuisines and our teams are experienced in working with a variety of different international culinary and cultural styles.

A range of menu options are available to view on your planner, but should you desire a bespoke menu or for us to follow one of your own favourite recipes, we are always more than happy to work with you to create your ideal wedding day menu.

Please don't hesitate to speak to the Wedding Planning Team in regards to any specific food requirements who will then liaise with the Executive Chef.

General comment regarding the provision of food and other services for your guests, especially for residents

Please note that the whole of the event is designed for and with you. You will need to agree with us in advance what should be provided, when and how it is to be paid for. The House will automatically be staffed until 1:00am; if you anticipate that your resident guests will wish to stay up beyond 1:00am, we ask that you agree this with us in advance (a staffing surcharge will be payable and levied after the event if this occurs without prior warning).

It is a condition of booking that you agree to ask us to provide suitable refreshments for all your guests whom you expect to be there at meal times (e.g. light lunch on the day of your wedding for all those whom you expect to be getting ready in the house and breakfast for all those resident overnight). It is a condition of the booking that you ensure that no external food or drink is brought onto the premises. We reserve the right to dispose of any food or drink found on site that hasn't been provided by ourselves if unconsumed and to apply retrospective corkage charge if it has been consumed.

Please note that (for reasons of insurance and in accordance with Health and Safety guidelines) no consumable items of any sort (except for traditional wedding cakes supplied by yourselves or third parties for which we can take no responsibility) may be brought onto or removed from the premises. This requirement extends to such things as 'edible favours.' Please contact a member of the Wedding Planning Team for further information.

Beverages

Pre-ceremony/arrival

Please note on the schedule if you wish to have any drinks served prior to the ceremony. We can open a restricted bar at this time by prior arrangement.

Reception drinks

We recommend that you allow one drink per person per half-hour with an additional soft drink available. The minimum requirement to be provided by you is 2.5 reception drinks. Please let us know on the Planner if you are happy for the bar to be open at this time.

Wine etc. for the meal

Please select a wine from our wine list.

On the planner please select your drinks/wines and the number of glasses you wish to provide per person. The schedule will work out the number of bottles needed. **You will initially be charged for all bottles that you have asked us to have available. Any unopened allocation above the minimum requirement will be refunded after the event.**

If you order over and above the minimum requirement for drinks during the banquet:

- any unopened bottles over and above the minimum requirement will be refunded to you or, upon request, can be taken away with you the following morning.
- any opened bottles over and above the minimum requirement will be served free of charge over the bar in the evening.

If you do not order any additional wine over and above the minimum requirement for your wedding banquet, the leftovers from the meal can not be

served free of charge over the bar. Refunds will not be made for unused allocation below the minimum requirement. Any such full bottles may be taken away the following day.

For your information, all drinks are calculated at 6 glasses of wine per bottle and 7 glasses per bottle of champagne or sparkling wine and the minimum order is half a bottle (3 glasses of wine) per person for the meal, 2.5 reception drinks and a glass of sparkling wine for the speeches. We recommend that the bar is kept closed during the meal to avoid extending the time allocation required and thereby delaying the speeches.

The Bar

The Bar is stocked with a selection of bottled beers, gin, whisky, vodka, brandy and some liqueurs. If you wish for additional drinks to be served, we may be able to serve them if ordered and paid for in advance. You may also bring in polypins subject to corkage charges. **Please note: No kegs of beer will be accepted.**

Water

Our requirement is that you provide for 3 glasses of water with the meal for all guests and this is included in the minimum package pricing.

Bar Float

We recommend that you provide a Bar Float with clear instructions on how and when it is to be used. At minimum it is very helpful to have a float to cover extra wine for the meal, evening drinks for the happy couple and soft drinks for all guests e.g. soft drinks for children and tea for the more elderly guests (!). We do not have the facilities on the bar to run a 'tab.' Your float must be paid in advance either by entering this on the drinks schedule of the planner or in cash or card on the day.

Alcohol / Drinks

You are advised that alcohol can be a danger to your health. We reserve the right to refuse to serve drinks to anyone who appears to be inappropriately inebriated and, in exceptional circumstances, to require such persons to leave the premises, even if you have

requested and paid for the "unlimited bar" options. By law we have to enforce this even in circumstances where you have paid for the drink in advance. We ask you to ensure that your guests do not abuse the venue or our staff. Any inappropriate behaviour towards the staff will be taken very seriously and may result in curtailment of your wedding celebrations. Any damage to the venue, contents or grounds by you or your guests will be charged to you. Bar opening time is normally after the Wedding Breakfast and the bar closes at 11.30pm (extendable to 02:00am at Botleys Mansion and 01:00am at Notley Abbey). Once your non-resident guests have left, it is at the discretion of the Night Manager to provide a nightcap drink (subject to pre-arranged float/cash arrangements) prior to retiring. Any drinks brought on to and opened on the premises will be subject to a corkage fee, and you are advised that you are responsible for this in the event that any of your guests are found to have brought drinks onto the premises. We advise that you request your guests refrain from doing this.

Alcoholic Wedding Favours

We do permit miniature alcoholic wedding favours subject to a corkage charge. Please speak to the Wedding Planning Team if you plan on offering alcoholic favours on your reception tables.

Suppliers and other Services

Flowers

Please see the Bijou Partners section of our website for details of our recommended florist. Whomever you appoint, if your florist has not been to the venue before he/she may need a site visit. This should be arranged on a Wedding Planning Wednesday.

****General note** - if you are not using a Bijou Partner, please ensure that they understand the restrictions of an exclusive use venue and that they cannot access the venue outside of your reserved 24-hour period. We ask that you please explain our exclusive use commitment so that they understand our constraints on visits.

On the day itself please make sure your florist is aware that he/she has to work within the time period for which you have reserved the venue.

We ask that you ensure your florist is aware that it is their responsibility to clear up any 'mess' that is made and dismantle all decorations and remove all hired fixtures before 10am on the following morning allowing for slippage and acknowledging the possibility that there is a wedding or other event following your day. We also recommend that a nominated member of the wedding party be on hand to assist the florist, be responsible for handing out buttonholes to family and guests and take charge of any bouquets/gifts to be presented during speeches (a task performed by our MC if you have requested his/her services). No flowers may be wired or attached to fixtures, fittings or plants without our prior written consent.

Photographer / Videographer

Please see the Bijou Partners section of our website for details of our recommended photographers and videographers. If your photographer/videographer has not been to the venue before he/she may need a site visit. This should be arranged on a Wedding Planning Wednesday. General note- please see above **

Please ensure that you have shared a copy of the Timetable shown on the Planner with your photographer/videographer, so that he/she is fully aware of how much time you have allowed. The timetable for the day will need to be followed fairly accurately to ensure that you and your guests benefit fully from all the elements of the day.

Drones

The use of UAVs (Unmanned Aerial Vehicles) or drones is not permitted on or over any Bijou Venues without prior approval. (See documentation attached to planner, Photographers.)

Cake

Please see the Bijou Partners section of our website for details on various wedding cake suppliers. If you are using a third party cake supplier, please see above**

On the day itself please make sure your cake supplier is aware he/she has to work within the time period for

which you have reserved the House.

Please note that due to Health and Safety regulations, we are unable to allow cakes with fresh cream or any time-sensitive ingredients to be brought in by a third party supplier and please note that we cannot for Health and Safety and Insurance reasons, allow non-Bijou suppliers access to our kitchens and fridges.

Toastmaster / Master of Ceremonies

You are asked to designate someone (e.g. Best Man or Usher) to act as an informal Toastmaster. If you do not wish to employ one, you can (for a small fee) employ the services of a Bijou MC. Another option is to contact one of the official Red Coat Toastmasters found on the Bijou Partners section of our website.

The MC will draw guests' attention, when necessary, as the event reaches various stages, operate an iPod during the ceremony (if you are using one) and be on hand/make all presentations and announcements during the day. A detailed list of duties can be downloaded from your planner.

Please note: if you employ the service of the Bijou MC, they may be male or female and they will not be wearing a red coat!

Music and Amplification etc.

Bands

Please see the Bijou Partners section of our website for details of our recommended musicians and bands. The Environmental Health Officer requires that all bands perform in a way that ensures that no disturbance is caused to neighbours. In keeping with this, we operate carefully calibrated, sophisticated noise controlling equipment and all bands are asked to work with us on this issue, including by playing through these systems and working within the limitations that are imposed on us where relevant. This way we can ensure that the volume is kept at a reasonable level at all times with all music ceased by 11.30pm (there are options to extend this – with prior booking on your Bijou Planner - at Botleys Mansion and Notley Abbey only). Without the extension we ask that all musicians and equipment have left the premises by 1am (with

the extension, 2am). If you are in any doubt about restrictions or conditions at your venue, please raise this immediately.

The Wedding Planning Management Team can (and will be happy to) advise you on all elements of what is possible with music – and given the teeth of the noise pollution authorities these days, we have to insist that all couples behave responsibly – thinking not only of their evening but also of the weddings planned for the next weekend and beyond. A few bullet points to consider before you make a reservation of a band of any kind...

- Amplified music is not permitted outside at any Bijou Wedding Venue.
- If you are looking at a band of five or more people, please call us first.
- If they say it will take over one hour to set up and disassemble their kit, keep looking for options or ask us for help.
- Ask if your band operates with electronic drums – the percussion variety will not work.
- Ask if the band performs regularly at professional venues. Confirm that they are used to 'legal' situations with regard to noise control.
- If your band is insisting on changing rooms/showers you will need to work this into your room allocations since there are no 'spare facilities' at our venues.
- Do they have the necessary PAT and PLI certificates?
- Have you shown them a copy of the Bijou Band Agreement and are they happy with it?

Discos

Due to recurrent problems over the years with DJ's and Discos, we have secured a contract with a team of dedicated Bijou DJs to ensure that a fully customisable disco service is available for every wedding at a Bijou Venue. The venue 'disco' lights are included when using a Bijou DJ.

External DJs hired MUST bring their own equipment, this includes speakers and lights.

All external DJs/discos must be aware that venues have sound limiters.

The Wedding Planning Team can advise you further.

Ipod/MP3 for the ceremony or reception

background music / TV display of pictures/ webcast of ceremony.

Ipod/MP3

Facilities for connecting an iPod/iPad or MP3 are available – this connection is made through the headphone socket and an AUX cable. The venue will supply the cable.

DVD/TV

We have a DVD linked to a plasma screen in the Hall at Botleys Mansion and Notley Abbey. This may be used to display pictures or for connecting a PC. Please ensure you bring the appropriate cables.

We have a DVD linked to the TV in the Drawing room at Cain Manor and Silchester House. This may be used for playing movies or displaying pictures.

Webcast of Ceremony

We can offer a streaming service – please speak with the Wedding Planning Team regarding login details and your password. Please note that we do not take responsibility for the effectiveness or operation of this facility due to factors outside our direct control, such as broadband line speeds or compatibility of browsers etc. Recommended Internet browsers are Google Chrome, Firefox or Safari to use this service and those attempting to login should ensure their browser is updated to the latest version.

Childcare etc.

"Happy young children under control" is the secret to successfully inviting younger children to a wedding. We advise that arrangements be made for their entertainment throughout the event. Please consider carefully their seating and food arrangements; we will (unless they are eating the same menu as the adults) serve their main course with the adult guests' starter and their dessert with the adult guests' dessert course. An entertainer, crèche facility, or responsible adult who is not a guest at the wedding should be provided to take care of the children after the main course. **For insurance and legal reasons our staff can at no time assist with childcare in any form.**

Please also ensure that older children and teenagers are advised to behave sensibly.

A microwave is available for heating food etc. for very young children and babies. Please note only proprietary, sealed baby food can be brought onto the premises. Bijou is able to provide pureed fruit and/or

vegetables for infants, free of charge.

Direction Signs / Street Furniture

Please don't! (But if you do, please ensure that you take them down the next day or we will have to pass on the fine to you....).

Presents

We ask that you nominate a member of your bridal party to be responsible for any presents or cards brought in to the venue. If you are using a 'card box/postbox', it is advisable to ask your nominated person to ensure that this is taken to either the bridal suite or their bedroom at the end of the evening for safe keeping. We regret that we cannot take any responsibility for these.

Napkins

Our default position is that napkins will be folded. Please let us know if you would prefer them to be scrolled and tied with a ribbon in a bow. If so, you will need to provide ½ metre of ribbon per napkin and get this to us at least one week before your wedding. We can arrange for your napkins to be tied with flowers or ivy for a small extra charge. If you have asked us to print your table plan, you will need to provide at least 5 metres of ribbon in addition to the napkin ribbon.

Confetti

Confetti is permitted at all Bijou Wedding Venues, however; it must be of a light colour to ensure no staining of the floors. It must also only be thrown in designated areas - we can advise you of these. Confetti Cannons/Bombs are not permitted at any Bijou Wedding Venue.

Table Plan and Place Cards etc.

If you would like us to, we can print and display your table plan but we will need to have all the details 3 days before. Please remember that we do require the template on your Bijou Planner to be completed (for the kitchen and waiters) even if you are providing your own table plan display as it is this system that we use for service of the meal. The system also produces a template for your Place Cards in the form of Name only or Name & Personalised menus which you are

very welcome to use. However, please note, we do not have the facility to print place cards for you.

Balloons

The smoke alarm in The Atrium at Botleys Mansion operates via the use of a beam of light that crosses the apex of The Atrium from one end to the other. Anything blocking this beam will cause the alarm to sound and will require us to evacuate the building. This includes any balloons that may be tied to the back of chairs and later work loose and we therefore strongly recommend that such things are avoided.

As an environmentally friendly business we do not allow the releasing of balloons from any of our venues.

Candles

If you are using traditional candles rather than the new high-tech variety that 'switch on' remotely and don't burn anything you must consider:

- fire regulations and safety
- wax dripping on table cloths that the laundry will charge you for
- potential damage to the venue if heat proof barriers are not provided
- whether there are so many that the meal is held up while they are being lit

Fireworks / Sparklers

These are not permitted by the local Fire Officer at Cain Manor but are allowed at Botleys Mansion, Notley Abbey and Silchester House (subject to certain local permissions being secured).

We require specific notice of these before booking so that we can advise on insurance requirements and other legal/disturbance considerations. No fireworks are allowed after 9pm at Silchester House and 10pm at Botleys Mansion and Notley Abbey, other than on Guy Fawkes' Night and New Year's Eve, for example.

If you decide to use a firework company other than one of our Bijou Partners, they must have at least £10 million public liability insurance coverage. Certificates will be requested, please speak to our Wedding Planning Management Team for further details. Please also ensure that you book a formal 'cleaning up service'

for before 11am the following day!

Due to Health and Safety and advice from the Fire Officer, we do not permit sparklers inside or out, at any Bijou Wedding Venue.

Overnight Accommodation

Please be aware that you are required to take all the bedrooms (with a few exceptions). Please allocate the bedrooms to your guests on your Planner. Should any more than 2 persons be allocated to a room, an additional charge will apply for each person's bed/cot and for their breakfast. Please detail on your Accommodation Schedule if you require additional beds or cots. For payment for accommodation, please see the payment schedule. Please note, we do not have the facilities to accept individual room payments from your guests and these are your responsibility. You can of course pass these costs onto those taking the rooms.

Please see our website (and direct your guests to this) for a list of local hotels and bed and breakfast establishments.

Please ensure that your overnight guests are aware that our contract is with you, rather than with them, and that we can therefore only deal with you in the unlikely event of any issues or grumbles. We have found in the past that, because we are a private House rather than a hotel, guests' expectations sometimes do not match the reality that you choose for them so we need to ask that you accept responsibility for this if it occurs!

Wedding Eve Package and/or Brunch on the Morning After

Nearer your wedding day, you may find that some of your guests wish to stay locally on the eve of your wedding or you may like to invite some of your guests to return for brunch the morning after and enjoy the facilities of the venue. If you are interested in either of these options, please contact us four months before your wedding to see what is available. Once you confirm that you'd like to book your chosen wedding venue for the night before your wedding, an additional charge will be added to your invoice. Please note that again this involves us committing to not accepting other bookings so no refund will be administered, should you later change your mind.

Transport and Taxis

Please note, and advise your guests accordingly, that it is often difficult to book taxis during the evening of a wedding. Taxis should be booked well in advance. For your (and your guest's) convenience, we list local taxi numbers

on our website. **Please advise all your guests that only residents may leave their cars overnight.** We cannot take responsibility for the vehicles or their contents parked at the venue.

Drugs

Please be aware that we operate a zero tolerance policy with respect to the taking or possession of any illegal substances. Anyone found to be taking these or to be under their influence during an event will be escorted from the premises and the police will be notified.

Departure of Guests

We ask you to ensure that guests refrain from making an undue disturbance outside the building at any time. Newlywed couples wishing to leave the house prior to the end of the evening (i.e. not staying overnight) should discuss their arrangements with the Wedding Planning Management Team in advance.

Staff Duties / Numbers / Dress etc.

We undertake to have as many staff on duty for your wedding as we feel appropriate to provide the high level of service we promise. All staff will be dressed discreetly in black and white and will have specific duties on the day. They will greet all residents and meet and guide all suppliers but we ask your assistance in logging all such arrivals on your Planner so that we can schedule the staffing accordingly.

Social Media / Photographs

You agree that the Owners and Bijou may use photographs of the event in their publicity material, online or offline, to the extent that such photographs are not protected by copyright by any other person.

Smoking

Smoking is not permitted by law anywhere within the building. This applies to all reception rooms and bedrooms. Guests may smoke in the main gardens. We would be very grateful if you would ask your guests to observe this policy and dispose of their stubs in the bins provided.

Visits

By suppliers, friends and relatives must all be by prior appointment due to our exclusive use commitment and should generally be reserved for a Wedding Planning Wednesday.



ELEGANT EXCLUSIVITY

Tel: 0345 130 9966

Email: yourday@bijouweddings.co.uk bijouweddings.co.uk

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