

Frequently Asked Questions

1 - HOW LONG CAN I HOLD A DATE?

Once deposit has been paid consider your date booked with us. To secure your wedding date we do require a deposit. Your wedding confirmation and next steps will then be sent to you.

2 - HOW DOES THE BOOKING PROCESS WORK?

Once you have received a quotation from us and you would like to confirm your date we require a deposit of £1,000 to secure the date along with a signed copy of the terms and conditions. A second instalment of £1,000 is due 6 months prior to your date. Final balance is due at your final meeting 6 weeks prior. We can also accept a monthly payment plan.

3 - HOW MANY GUESTS CAN I INVITE FOR THE DAY & EVENING

Our venue can hold a maximum of 90 for a wedding breakfast with an additional extra 40 evening guests. Total of 130 guests.

4 - IS CONFETTI ALLOWED AT YOUR VENUE?

As we are based in an area of outstanding natural beauty which is protected we only natural petal or dried flower to be used as confetti. We are unable to allow any other type of confetti to be used.

5 - DO YOU HAVE ONSITE PARKING?

We have free onsite car parking on the grounds of Crown Lodge that can comfortably fit 35 to 40 cars. We find based on our capacity for weddings that this is plenty of car parking for all. Cars can be left overnight but must be collected the following morning before 11am.

6 - IS YOUR VENUE WHEELCHAIR FRIENDLY?

Our venue is all on one floor meaning there are no challenges for wheelchair users or guests with limited mobility. We also have disabled toilet access in both male and female facilities.

7 - ARE WE ABLE TO BRING OUR DOGS TO THE WEDDING?

Absolutely! We would love nothing more than to see your furry loved one attend your special day. We just ask that you keep them on their leads when outside due to our gardens not being fully enclosed. Alternatively, we recommend 'Dog Chaperone's' that can come pick them up and take them for walks throughout the day.

8 - DO YOU HAVE ANY ON-SITE ACCOMMODATION?

We have a whole list of accommodation outlets that we recommend to our couples. Many of these places are within a 5 minute drive to us. Ranging from cosy Shepherds Huts sleeping just the two of you, converted stables sleeping you and your bridal/groom party up to 5*star Award winning hotels in the nearest town. Along with accommodation some of them are also well known gastro pubs meaning you can meet your family/friends there the night before for a pre wedding meal or a day after the wedding breakfast to reflect on the day.

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9 - HOW DO WE BOOK THE CEREMONY WITH KENT COUNTY COUNCIL?

Once we have secured your date, we will send you a Ceremony booking form. Once received, complete and send back to us so we can then log onto the online KCC portal and book this in for you. Fees are paid directly by you as a couple to KCC.

10 - WHAT TABLES/CHAIRS DO YOU PROVIDE?

You have a choice of 2 different types of tables. We offer 5 foot round tables clothed in ivory table linen or Farmhouse rustic tables for those couples that want to add extra rustic into the venue. Our rounds fit 10 guests (maximum) per table and our Farmhouse rustic seat 6 guests (maximum) per table. We also provide Ivory Chiavari chairs.

11 - HOW MANY TABLES AND CHAIRS DO YOU PROVIDE?

Depending on your guest numbers we would provide a top table (seating 6/8 guests) along with 9 round tables. Our Farmhouse rustic table layout only holds guest numbers up to 72. We have 90 Ivory Chiavari chairs. Any additional style of tables and chairs required can be hired in for an additional cost.

12 - DO YOU PROVIDE GLASSWARE?

Yes at Crown Lodge we provide all glassware for all beverage requirements throughout the day. For the wedding breakfast we will place out a water glass, wine glass and a Prosecco flute. The glassware is placed out on all tables based on the drinks package you book.

13 - CAN I BRING MY OWN WINE IN? IF SO, WILL CORKAGE APPLY?

We allow wine to be bought in however this would only be allowed for the wedding breakfast only. We will charge corkage on each bottle and this must be prepaid at the final planning meeting 6 weeks before your wedding.

14 - CAN I REQUEST DRINKS TO BE AVAILABLE FOR THE DAY?

Yes absolutely. Our bar has a wide selection of drinks to please everybody for the day. However, if there is a certain beer, spirit you would like us to provide we will do our best to source this for you for the day.

15 - ARE WE ABLE TO BRING OUR OWN SUPPLIERS?

Yes you are more than welcome to do so however, we do request before you confirm with them that you let us know who you are thinking of booking.

We have a great list of trusted suppliers that have worked with us for many years that we can recommend to you which will ensure a smoother process as they have been to the venue before.

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16 - DO YOU OFFER ANY IN-HOUSE CATERING?

We are incredibly lucky to have an exclusive caterer called The Wild Garden Catering Co that works with us at Crown Lodge. Their menu's range from Canapes, Feasting Menu's, Afternoon Tea's to evening Pork Roast Baps. Please ask for more information.

17 - DO YOU ALLOW EXTERNAL CATERING AT CROWN LODGE?

At Crown Lodge we've had the pleasure of working with an incredible variety of caterers over the years. We've welcomed everything from vibrant Jamaican cuisine, comforting English dishes to flavourful Greek and Indian meals. Popular choices are fish & chip vans and of course a Pizza van that guests of all ages enjoy. Allowing such a wide range of catering styles means every celebration at Crown Lodge can be tailored to suit tastes and traditions of those that matter.

18 - DO YOU PROVIDE ANY KITCHEN FACILITIES FOR CATERERS?

We have a full kitchen for all caterers to make use of. A few of the facilities that are offered - 6 hob Gas Cooker oven, hot cupboard, microwave, convection oven, hot water urn, double fridge & use of freezer (if required) along with plenty of surface to work from.

19 - DO YOU PROVIDE CROCKERY & CUTLERY?

We do not provide cutlery & crockery at Crown Lodge. All caterers must provide this to you.

20 - ARE THERE ANY FEES TO CONSIDER IF WE PICK AN EXTERNAL CATERER?

The only fees to be aware of are if a caterer requires use of our kitchen facilities on the day & evening we will charge them a fee of £150.00. Typically, caterers will include this within their quotation to you. For evening caterers (any Street food vehicles) they tend to require electricity. There is a fee of £30.00 that will be charged to them. Some street food vehicles prefer to make use of their own generator to avoid this fee.

21 - DO YOU PROVIDE STAFFING FOR EXTERNAL CATERERS?

All caterers are to provide their own team of staff to serve and clear all food for the day. Crown Lodge's team run all other aspects of your day and ensure all guests have drinks at all times. If Crown Lodge's team are not busy then they will help however this is not guaranteed as all drink requirements are different to each wedding.

Frequently Asked Questions

22 - CAN WE HAVE FIREWORKS?

As we are based on top of a Nature Reserve (Wye Downs) and surrounded by wildlife and cattle we are unable to allow any fireworks at our venue. We do allow sparklers & smoke bombs though!

23 - CAN WE HAVE CANDLES AS PART OF OUR CENTRE PIECES?

We do allow candles however they must be LED battery operated.

24 - ARE THERE ANY RESTRICTIONS AT THE VENUE?

Chinese Lanterns & Fireworks
Table Sprinkles of any kind for your tables
Alcoholic favours
Real candles (naked flames) inside the Lodge

25 - HOW MANY MEETINGS DO WE HAVE WITH YOU?

We will invite you in for two meetings ahead of your wedding day with us. The first one being 8/6 months prior to your day where we will discuss guest numbers, suppliers booked, drinks packages, catering and work out a timetable ready for your invites to be sent. The second meeting will be your final meeting which is 8/6 weeks prior to your wedding date.

This is where we will finalise all details.

26 - WHEN CAN WE SETUP FOR OUR WEDDING?

At your 6 week meeting we will confirm whether there is an event booked the day before yours. If the day is free you will be invited into the Lodge for a 2 hour duration where you can dress the venue with all the items you have bought in. If there is an event the day before we will ask for you to drop off all items to us either early morning the day prior or two days before your wedding. We will dress the venue as per your instructions.

27. DO WE NEED TO TIDY THE VENUE AT THE END OF THE NIGHT?

Absolutely not! At the end of the evening you will head off home or to your booked accommodation and leave our team to do all the tidying and packing up of all wedding items. They will box all your items into the storage you provided ready to be collected before 11am the following day.

28. HOW FLEXIBLE CAN WE BE WITH THE TIMETABLE?

We have a sample timetable that we show to all couples that we find works really well covering all the important parts of the day. However, we are more than happy to work with you to create the perfect timetable for your day.

Frequently Asked Questions

29 - DO WE NEED TO LEAVE THE ROOM FOR A TURNAROUND FROM DAY TO EVENING?

There is no need to for guests to leave them room for a turnaround. Luckily, we have an adjacent room next to the Main Lodge that is closed off throughout the day so a DJ or Band can setup in the background without disturbing guests.

30 - IF WE DO NOT WANT A DJ OR BAND DO YOU HAVE A SPEAKER THAT WE CAN USE TO CONNECT VIA BLUETOOTH?

Yes we have a few speakers that you can make use of for your evening reception. They do not have the same music level as what a DJ or Band would however still provide enough sound for your evening celebrations. We also have disco lights that can be hired from our prop list.

31. WHAT TIME WILL THE EVENING RECEPTION FINISH?

Weddings between Sunday to Wednesday finishes at 23:00pm and a wedding between Thursday to Saturday finishes at 23:30pm.

32. WHAT SPACE DOES A DJ OR BAND HAVE?

We have a separate area that is designated for a DJ or Band for your evening reception. The space measures approximately 5.5 metres x 5.5 metres. The two rooms are joined by a large wooden door that folds back to make one room.

33. WHEN SHOULD WE SEND OUT OUR INVITES?

We recommend firstly to send out a 'Save the Date' around 12 months prior to your wedding day. We would prefer to have your 8/6 month meeting before you send out your invites to family & friends. Even though on booking we provide a sample timetable to you that works really well, you may want to adapt it slightly so we ask to hold off on sending invites until you meet with us.

34. ARE BABIES INCLUDED IN THE GUEST NUMBER?

Yes they are. We need to know the full guest number for the day which includes babies between 0 - 2 years old. You also must remember to you include you both as many couples forget to add yourselves in your guest list!

35. CAN WE HAVE AN OFFSITE CEREMONY AT A CHURCH?

Yes of course you can. There is a beautiful church in the village of Wye called St Gregory and St Martin Church. Based on whichever Church you go for we will adapt your timetable to accommodate for guests arrival, arrival drinks etc. For more information on different types of ceremonies that we offer please open the ceremony guide on our website.

Frequently Asked Questions

36. DO WE HAVE TO PAY A FEE FOR OUR CAKE TO BE CUT UP?

Absolutely not! Once you have cut your cake the evening supervisor will take this away and cut it up as per your instructions. We will then display on some platters for guests to help themselves. We just ask that you provide us with napkins that we can place next to the cake.

37. DOES THE BAR ACCEPT CASH AND CARD?

Yes we accept both cash and card behind the bar. We do not accept American Express payments.

38. DO YOU HAVE ANY PROPS OR DECOR WE CAN USE?

At Crown Lodge we have a Prop Hire Catalogue that consists of lots of lovely items that you can hire from us. Ranging from Table Numbers, Table Runners, Postboxes, Confetti and much more. These items are shared between two other venues so if you would like to reserve any items please let the team know as soon as possible.

39. WHAT TIME CAN MY SUPPLIERS ARRIVE ON THE DAY?

Depending on your ceremony start time all external suppliers can arrive from 10am on the wedding day. If a caterer needs to arrive earlier then we can organise this with them.

40. CAN WE HAVE AN OUTDOOR CEREMONY IN WINTER?

If you would like to have your ceremony outdoors in the winter months you will be required to do all officialities at your local registry office prior to the day due to Kent County Council not being licensed to hold ceremonies in the Winter months. A celebrant can be booked to perform this independently.

41. DO WE NEED A TOASTMASTER FOR THE DAY?

Your wedding coordinator and Crown Lodge team on the day will coordinate all important parts of the day. We will make sure that your guests are in the right place at the right time.