

  
CROWN LODGE  
  
KENT

# FREQUENTLY ASKED QUESTIONS



# Frequently Asked Questions

## 1 - HOW LONG CAN I HOLD A DATE?

Once your deposit has been received, your wedding date will be officially secured with us. To confirm your booking, a deposit is required. Afterward, we will send you a wedding confirmation along with the next steps to help you plan your special day.

## 2 - HOW DOES THE BOOKING PROCESS WORK?

Once you've received a quotation from us and wish to confirm your wedding date, we require a deposit of £1,000 to secure the booking, along with a signed copy of our terms and conditions. A second installment of £1,000 will be due 6 months before your wedding date, with the final balance due at your final meeting, 6 weeks prior. We also offer the option of a monthly payment plan for your convenience.

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

Our venue can accommodate up to 90 guests for a wedding breakfast, with the option to host an additional 40 evening guests, bringing the total capacity to 130 guests.

## 4 - IS CONFETTI ALLOWED AT YOUR VENUE?

As our venue is located in an Area of Outstanding Natural Beauty, which is protected, we can only permit the use of natural petals or dried flowers as confetti. Unfortunately, we are unable to allow any other types of confetti to be used.

## 5 - DO YOU HAVE ONSITE PARKING?

We offer free onsite parking at Crown Lodge, with space for up to 35-40 cars. Based on the size of our weddings, we find that this is more than sufficient to accommodate all guests. 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, making it fully accessible for wheelchair users and guests with limited mobility. Additionally, we have disabled toilet facilities available in both the male and female restrooms.

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

We would be thrilled to have your furry loved one join you on your special day! We kindly ask that dogs are kept on a lead when outside, as our gardens are not fully enclosed. Alternatively, we recommend using a 'Dog Chaperone' service, who can take your dog for walks throughout the day.

# Frequently Asked Questions

## 8 - DO YOU HAVE ANY ON-SITE ACCOMMODATION?

We offer a large list of recommended accommodation options for our couples, many of which are under 5-minute drive from us. Our recommendations range from cosy shepherd's huts perfect for just the two of you, to converted stables for you and your bridal or groom party, as well as award-winning hotels in the nearby town. Many of these locations also feature popular gastro pubs, ideal for meeting family and friends the night before the wedding for a pre-wedding meal or for a relaxed gathering after the wedding to reflect on the day.

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

Once your date is secured, we will send you a Ceremony Booking Form. Please complete and return it to us so we can then log the details onto the KCC online portal and officially book your ceremony. Please note that the fees for the ceremony are paid directly to KCC by you as a couple.

## 10 - WHAT TABLES/CHAIRS DO YOU PROVIDE?

You have the choice of two different types of tables for your wedding: 5-foot round tables, dressed with ivory table linens, or Farmhouse rustic tables for couples looking to add a touch of rustic charm to the venue. Our round tables seat up to 10 guests each, while the Farmhouse rustic tables accommodate up to 6 guests. Additionally, we provide elegant ivory Chiavari chairs for all guests

## 11 - HOW MANY TABLES AND CHAIRS DO YOU PROVIDE?

Based on your guest numbers, we will provide a long top table that seats 6/8 guests, along with 9 round tables.

For our Farmhouse rustic table layout, the maximum guest capacity is 72/78.

We have 90 ivory Chiavari chairs.

## 12 - DO YOU PROVIDE GLASSWARE?

At Crown Lodge, we provide all the glassware needed for your beverage requirements throughout the day. For the wedding breakfast, we will set out a water glass, wine glass, and Prosecco flute on each table, based on the drinks package you select.

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

We do allow wine to be brought in, but this is permitted only for the wedding breakfast. A corkage fee will apply to each bottle, and this must be prepaid during your final planning meeting, which takes place 6 weeks before your wedding

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

Our bar offers a wide selection of drinks to suit all tastes throughout the day. However, if there's a particular beer or spirit you'd like us to provide, we will do our best to source it for you.

# Frequently Asked Questions

## 15 - ARE WE ABLE TO BRING OUR OWN SUPPLIERS?

You are more than welcome to book your own suppliers; however, we kindly ask that you let us know who you are considering before confirming with them. We have a trusted list of suppliers who have worked with us for many years and are familiar with the venue, which can help ensure a smoother process for your big day.

## 16 - DO YOU OFFER ANY IN-HOUSE CATERING?

We are incredibly fortunate to work with an excellent caterer, The Wild Garden Catering Co. Their menu offerings range from canapés and feasting menus to afternoon teas and evening pork roast baps. Please don't hesitate to ask for more information – we'd be happy to share the details!

## 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. From vibrant Jamaican cuisine to comforting English dishes to flavourful Greek and Indian meals, Popular choices also include fish & chip vans and, of course, a pizza van, which guests of all ages love. With such a wide range of catering options available, we can tailor every celebration to reflect the tastes and traditions that matter most to you.

## 18 - DO YOU PROVIDE ANY KITCHEN FACILITIES FOR CATERERS?

We have a fully equipped kitchen available for all caterers to use. Some of the facilities provided include a 6-hob gas cooker oven, hot cupboard, microwave, convection oven, hot water urn, double fridge, and access to a freezer if required, along with plenty of counter space for preparation.

## 19 - DO YOU PROVIDE CROCKERY & CUTLERY?

Please note that we do not provide cutlery or crockery at Crown Lodge. All caterers are required to supply these items for your event.

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

The only additional fees to be aware of are as follows: If a caterer requires use of our kitchen facilities on the day and evening, there is a fee of £150.00, which they should include in their quotation to you. For evening caterers, such as street food vehicles, there is a £30.00 fee for electricity usage. Some street food vendors may choose to use their own generator to avoid this charge.

# Frequently Asked Questions

## 21 - DO YOU PROVIDE STAFFING FOR EXTERNAL CATERERS?

All caterers are required to provide their own team of staff to serve and clear all food throughout the day. The Crown Lodge team will manage all other aspects of your day. While our team may assist with food service if they're available, this is not guaranteed, as drink requirements can vary depending on the wedding.

## 22 - CAN WE HAVE FIREWORKS?

We are located in a Nature Reserve (Wye Downs) and surrounded by wildlife and cattle, we are unable to permit fireworks at Crown Lodge. However, we do allow sparklers and smoke bombs, which can add a beautiful touch to your celebration!

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

We do allow candles, but they must be LED battery-operated for safety reasons.

## 24 - ARE THERE ANY RESTRICTIONS AT THE VENUE?

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

## 25 - HOW MANY MEETINGS DO WE HAVE WITH YOU?

We will invite you to two meetings ahead of your wedding day. The first meeting, held 8 to 6 months prior to your wedding, will cover guest numbers, suppliers, drinks packages, catering, and help us create a timetable so you can send out your invitations. The second meeting, your final meeting, will take place 8 to 6 weeks before your wedding date, where we'll finalize all the details.

## 26 - WHEN CAN WE SETUP FOR OUR WEDDING?

At your 6-week meeting, we will confirm whether there is an event scheduled the day before yours. If the day is free, you will be invited to the Lodge for a 2-hour window to dress the venue with your personal items. If there is an event the day before, we will ask you to drop off all items either early on the day prior or two days before your wedding. We will then dress the venue according to 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 can head off to your home or booked accommodation, and our team will take care of all the tidying and packing up of your wedding items. We will box everything up into the storage you've provided, and it will be ready for collection before 11am the following day.

# Frequently Asked Questions

## 28. HOW FLEXIBLE CAN WE BE WITH THE TIMETABLE?

We have a sample timetable that works really well for most couples, covering all the key parts of the day. However, we're more than happy to work with you to tailor the perfect timetable that suits your unique celebration.

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

There's no need to worry about guests leaving room for a turnaround. We have an adjacent room next to the Main Lodge that remains closed off throughout the day, allowing your DJ or band to set up quietly in the background without disturbing your 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 available for your evening reception. While they may not provide the same sound level as a DJ or band, they're still perfect for creating a great atmosphere for your evening celebrations. We also offer disco lights, which can be hired from our prop list.

## 31. WHAT TIME WILL THE EVENING RECEPTION FINISH?

Weddings held Sunday to Wednesday will finish by 11:00 PM, while weddings on Thursday to Saturday will finish by 11:30 PM. Crown Lodge Closes at Midnight.

## 32. WHAT SPACE DOES A DJ OR BAND HAVE?

We have a separate adjoining 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 large room.

## 33. WHEN SHOULD WE SEND OUT OUR INVITES?

We recommend sending out a 'Save the Date' around 12 months prior to your wedding day. We'd prefer that you have your 8 to 6-month meeting with us before sending out your invitations to family and friends. While we provide a sample timetable that works well for most couples, you may want to make some adjustments. We suggest holding off on sending your invitations until after you've met with us to finalize the details.

## 34. ARE BABIES INCLUDED IN THE GUEST NUMBER?

We do require full guest numbers for the day, which includes babies aged 0 to 2 years old. Please also remember to include both of you in the guest list, as many couples forget to add themselves!

# Frequently Asked Questions

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

Yes, of course! There is a beautiful church in the village of Wye, St Gregory and St Martin Church, which is a lovely option for your ceremony. Depending on which church you choose, we will adjust your timetable to accommodate guests' arrival, arrival drinks, and other details.

For more information on the different types of ceremonies we offer, please refer to the ceremony guide on our website.

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

Absolutely not! Once you've cut your cake, the evening supervisor will take it away and slice it according to your instructions. We'll then display it on platters for your guests to help themselves. We just ask that you provide napkins to place next to the cake for your guests.

## 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 offer a Prop Hire Catalogue with a wide range of lovely items available for hire, including table numbers, table runners, postboxes, confetti, and much more. These items are shared with two other venues, so if there's something you'd like to reserve, please let our team know as soon as possible to ensure availability.

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

Depending on your ceremony start time, all external suppliers can arrive from 10/11am on the wedding day. If your caterer needs to arrive earlier, we can make arrangements with them.

## 40. CAN WE HAVE AN OUTDOOR CEREMONY IN WINTER?

If you wish to have your ceremony outdoors during the winter months, you will need to complete legalities at your local registry office prior to your wedding day, as Kent County Council is not licensed to conduct ceremonies outdoors during this time. Alternatively, you can book a celebrant to perform the ceremony independently.

## 41. DO WE NEED A TOASTMASTER FOR THE DAY?

Your wedding coordinator and the Crown Lodge team will handle all the key aspects of the day, ensuring everything runs smoothly. We'll make sure your guests are in the right place at the right time, so you can relax and enjoy your special day.