

FREQUENTLY ASKED QUESTIONS

We love a love story



Your Wedding Team

Q: When do we meet with our Wedding Co-ordinator?

A: You will have an initial introduction meeting with your co-ordinator upon enquiring within the hotel. Once confirmed, the next point of contact will be six months prior to arrange your menu tasting. You will then have an eight week appointment to discuss all details of your special day. The final meeting will be the handover whereby one of our Operations Co-ordinators will also be present. This will usually take place during the final week leading up to the wedding.

Prior to Wedding

Q: When do we have to confirm all the final details including numbers?

A: We require these details eight weeks prior to the wedding. You will meet the operations team one week prior to your wedding.

Q: Do we have to book the registrar/celebrant separately or do you organise it for us?

A: You are required to book your own registrar/celebrant through South Gloucestershire Registrars. You can book this one year prior to the wedding.



How to Book

We can provisionally hold one date of your choice for up to two weeks while you review the quote and discuss dates with family and friends.

To confirm your wedding a signed contract (with both couples signatures) and a non-refundable deposit of 25% of the wedding total is required as part of the booking process.

Catering

Q: Can we give our guests a choice of menu options?

A: We offer a set menu whereby all your guests have the same meal. If you would like to upgrade to a choice menu a £5 supplement would apply per person. Guests would then choose from three starters, three mains and three desserts. Pre-orders need to be provided by the couple eight weeks prior and individual place cards need to have the guests meal choices on.

Payment Schedule

Payment Terms:

12 months prior to the day we require 25% of the total cost

6 months prior to the day we require 50% of the total cost

3 months prior to the day we require 90% of the total cost

1 month prior to the day we require 100% of the total cost

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Ceremony

Please bear in mind that this can take anything from thirty minutes to one hour depending on your ceremony arrangements and inclusions. Additionally, you may wish to take photos afterwards. A ceremony charge applies when having your ceremony at the hotel.

Receiving Line & Speeches

Receiving Line: Usually includes the happy couple and sometimes both sets of parents, this could take approximately thirty to sixty minutes. You do not have to have a receiving line.

Speeches: Traditionally happen before or after the meal. Three traditional speeches can take around thirty minutes, however the times can vary.



Wedding Breakfast

Wedding Breakfast is referring to your wedding meal; the name comes from it being the first meal in your married life together. For a three course menu with tea and coffee service, please allow a minimum of one hour and thirty minutes. For a four course menu with tea and coffee service, please allow a minimum of two hours.

Evening Reception

Q: When does the evening reception need to finish by?

A: We are licenced in the Orangery until Midnight and the Westminster until 1am.

Q: Can we have fireworks in the evening?

A: Fireworks are permitted. Firing times vary throughout the year. These can be discussed with your Wedding Co-ordinator.

Evening Reception

Q: Do you provide staging for the evening entertainment?

A: The Westminster Suite has a built in stage and we can provide a dance floor. The hotel is also able to supply an LED dance floor, for an additional charge.

Q: Can our wedding guests use the hotel bars?

A: Guests can use both the Atrium and Library bars during the day, however, closing times do vary.

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Outdoor Weddings

Q: If I am having a summer wedding, what happens if the weather is not so kind?

A: We will always ensure a wet weather option is available for your ceremony and drinks reception. Your private ceremony and drinks reception room will be confirmed a minimum of one week prior to the wedding.

Suppliers

Q: Are chair covers or chiavari chairs included?

A: These are not included however, the hotel can happily arrange these for you if required. Additional charges will apply.

Q: Can I use my preferred suppliers?

A: You are welcome to use your preferred suppliers. However our suppliers are very familiar with the property and are best placed to help with your requirements.



Photographs

On average these should take about an hour. It is important to talk to your photographer before the day and perhaps to take a walk around the grounds to find good spots for the photos. This will also give you an idea of the time they will take.

While the photos are taking place, your guests will be enjoying drinks and canapes, so have a think about the selection you would like to offer.

Turnaround

This is referring to the turnaround of the room after the Wedding Breakfast and before your Evening reception, while your evening guests are arriving. It generally takes approximately one hour, however this can vary depending on the number of guests and set up requirements. While this is taking place, you and your guests will be enjoying post-Wedding Breakfast drinks.

Any entertainment that you have for the evening will set up during this time. Should they have specific requirements they should speak directly with the Wedding Co-ordinator before the day.

Table Layout

You may wish to have a traditional Top Table with the Maid of Honour, Happy Couple, your parents and the Best Man.

The remainder of the tables are round and will either be able to seat eight to ten people each (these will be set in accordance with your table plan).

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Accommodation

Q: Are you able to provide my guests with Accommodation rates?
A: The hotel has 201 rooms. Your wedding co-ordinator will discuss the best available rates with you.

Q: Are you a dog friendly hotel?
A: We allow dogs at the hotel and they can be part of the ceremony. We have designated rooms which are pet friendly, these do incur an extra cost. Pets are not allowed in areas where food is consumed.

Music

Q: Can we play our own music during the wedding ceremony?
A: You can provide your own music, for which the hotel can provide a docking station for you. Alternatively a PA system can be hired (additional fees apply).

Q: Are there any music restrictions?
A: The Orangery is limited to a three piece band and vocalist due to the nature of the glass building. The Orangery is licensed until 12am and the Westminster is licensed until 1am.



Catering requirements

Q: Can you cater for guests that have special dietary requirements?
A: We can offer accurate information on ingredients, however due to the open plan nature of our kitchens, we are unable to guarantee that dishes are "free from" allergens. If you have any dietary requirements, please inform a member of staff before ordering

Q: Does your hotel allow external catering for weddings?
A: Our hotel offers a Specialist Catering package that allows external catering. All external caterers must be chosen from the approved De Vere supplier list.

On the day

Q: Do you have a room where we can get ready on the morning of the wedding?
A: We do not have a reserved room you can get ready in on the morning. We recommend couples book their rooms the night prior in order to ensure a relaxing start to the celebrations.

Q: Does your hotel offer car parking?
A: The hotel offers complimentary car parking for all guests. We have over 200 parking spaces.

Your wedding

Q: Will ours be the only wedding on the day?
A: We will hold up to two weddings on property on one day. However, we ensure that each wedding have their own time within the grounds for photos. Each wedding is located in separate areas of the Estate to ensure no cross over of the two parties. Being the only wedding is possible, please speak to your wedding Co-ordinator to discuss costs and availability.

Q: Do you allow confetti/rose petals to be thrown?
A: We welcome confetti/rose petals to be thrown within the grounds, however, this must be bio-degradable.

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