



## **Weddings - Frequently Asked Questions** (alphabetical)

**Accessories** - we have various items you can hire, which we aim to be cheaper than extremally hiring (and no delivery charges) e.g. small pagodas, lake lighting - for lighting up the lake at night ~ please enquire further

**Accommodation** - there are plenty of hotels & (Air) B&Bs nearby [see 'Resources'] - we do not offer any on-site accommodation

**Alcohol/Bar** - we do not charge corkage, so you can offer your guests a free or paid bar (or a combination of both) and this is run by your caterer (or subject to our pre-agreement by a licensed bar provider). For a paid (or donation) bar, they will apply for the relevant license (TEN) on your behalf. Either you or your caterer will need to remove all of your empties [see 'Rubbish']

**Baby changing & feeding area/Cloakroom/Guest rest area** - if you require an area for these, your marquee supplier can provide an area inside the marquee or a small separate marquee (for baby changing you will also need to provide your own equipment) - we do not offer any of these facilities

**Bridal Changing Room** - [see 'Private Changing Room']

**Buses/Coaches** - we can accommodate up to circ. 33/35 single seater coaches & certain vintage buses (all subject to the coach company agreement). To ensure there are no access issues, we require you select from those listed in our 'Friends of' – Other Suppliers [see 'Resources']. If there is a need for you to choose an alternative provider, this will require an access assessment by them and is subject to our pre-agreement ~ please enquire further

**Cake** - you are welcome to bring your own cake or have it supplied - we do not charge cakeage. If your caterer is not providing the cake, you will need to agree with them any arrangements regarding the cake. As an outdoor marquee venue, your cake should only be delivered on the day of eating and please remember to tell your cake maker Busbridge Lakes is an outside marquee venue (hot days and some icing do not go well together!)

**Camping** - we do not offer any camping areas

**Candles & lanterns** - we allow suitably secured and monitored candles in lanterns outside the marquee. For inside, suitably secured candles on the tables in your main marquee are fine, but you will also need to check this directly with your chosen marquee supplier

**Caterer/Marquee charges** - a marquee for around 50 to 200 guests (inc. the essentials e.g. catering tent, chairs, generators, interior lighting, matting, loos, tables & tables) can vary from £4,500 to £8,500+ it really depends on the size and your wishes, catering can vary from £50 to £120/head - our 'Friends of Busbridge Lakes - Caterers & Marquees' can provide you quotes based upon your requirements

**Caterer/Marquee suppliers** - in order to maintain the integrity of Busbridge Lakes' bird sanctuary, we require you to choose from our carefully selected & comprehensive approved list [see 'Friends of Busbridge Lakes - Caterers & Marquees']

Please see below a list of what your 'Friends of' caterer & marquee suppliers will typically provide - please also see more details within these FAQs

<b>Marquee supplier</b>	<b>Caterer</b>
<b>Essential</b>	<b>Essential</b>
Marquee	Menu of choice
Catering tent	Catering equipment
Chairs & tables [inc. trestles]	Tableware [inc. linen]
Flooring [usually matting]	Serving team
Generators	Own rubbish removal
Interior lighting	Bar service [free or paid*]
Loos	TEN [required for paid bar]
<b>Other</b>	<b>Other</b>
Ceremony tent	Cake*
Chiller - small trailer	Chillers - fridge/freezer
Dance floor [required if dancing]	Day coordination*
Exterior lighting	Empties removal [yours]*
Furniture	Evening food
Heaters	Ice*
Pagodas & mini tents	
Stage	

\* Some caterers may not provide these

**Catering equipment** - your chosen caterer will arrange your catering equipment to your specification, including fridges [also see 'Chillers']

**Ceremonies** - we can host Celebrant & Humanist ceremonies or a blessing on the respective venue's reception lawn - please note we are not a licensed venue for marriage, and you will need to arrange your marriage with a registered official at a licensed site e.g. at a registry office. You can find Surrey's registry office [www.surreycc.gov.uk/people-and-community/birth-death-marriage-and-civil-partnerships/surrey-register-offices](http://www.surreycc.gov.uk/people-and-community/birth-death-marriage-and-civil-partnerships/surrey-register-offices)

**Chairs & tables** - your chosen marquee supplier will arrange these for you

**Chillers** - your chosen caterer will arrange for your drinks to be chilled, normally via ice in buckets or hired in fridges, for larger events you can hire in small chiller trailers via your chosen marquee supplier. With our normal on the day timings [see 'Timings'], there is plenty of time for your drinks to be get nice and cool - please note for all sorts of reasons generators cannot be left running unsupervised, including overnight [see 'Generators']

**Churches** - there are a variety of churches of different faiths close by. The nearest is Busbridge Church (Church of England) 1 mile away [see 'Resources']

**Closed season** - our venues are not normally open from mid. October to mid. April

**Confetti, canons or glitter balloons** - biodegradable e.g. fresh or dried petals is fine (as long as it is not poisonous to the birds). Non-biodegradable, metallic, paper or plastic confetti/glitter (or similar) is not allowed, including in confetti cannons, glitter balloons, nail bars etc.

**Corkage** - we do not charge corkage [see 'Alcohol/Bar']

**Cuisines** - our 'Friends of' catering suppliers can provide to most tastes, including any special dietary wishes [see 'Friends of' Busbridge Lakes - Caterers & Marquees]

**Dates** - to secure your date, ask us to provide a quotation/booking form after your viewing and once this is signed and the initial payment paid by you, your date is secured

**Disable access** - both our venues allow for a car/small mini-bus to drive up and drop off passengers very close to the marquee, actual access to within the marquee (front, rear or sides) will vary depending upon style & size you chose, but is normally step free. On the Canal Lake venue there is one step between the main lawn where your marquee will be sited and the reception/ceremony lawn, however there is also a slightly longer step free access route. Typically loos that are hired in have three or four steps, our 'Friends of' loo suppliers should be also able to arrange for you flat entry disable loos (but best to check before booking your main loos)

**Drones** - we do allow certain drones for photos, but as drones can scare the birds, only by professional operators and with very strict timely prior arrangement (e.g. operator site visit, pre-approval of drone model, height & location of usage, & relevant licence & insurances are held)

**Entrances & access** – car & small van access to our venues is via our front [East] entrance postcode GU8 4AY (as a country postcode please ask for or download from our website our Directions PDF & look out for a large sign with 2 Black Swans on it). Oversized vehicles (over 2.1m high or exceptionally long) e.g. supplier's vans, lorries & trailers access is via our back [North] entrance and by prior arrangement only ~ please enquire further. No oversized guest's vehicles are permitted e.g. high-top vans or motor homes. For the safety of all foot access is not permitted

**Event room** (Canal Lake venue only) - we have a room in the upper section of our courtyard barn where suppliers can relax, bands change etc. for complimentary use (by pre-agreed number/named persons/supplier)

**Exclusivity** - whilst we have two venues, we never hold more than one event inside the bird sanctuary on any one day - our team will be on site for the feeding and welfare of our birds

**Extended hire** - we can offer an extended hire e.g. a next day brunch ~ please enquire further

**Extra charges** - apart from your venue hire fee, the only extras from us are likely to be:-

- **Accessories** (optional) - as chosen from our accessories list
- **Ceremony add on** (optional) - for your ceremony [see 'Ceremonies']
- **Penalty charges** - very occasionally any penalties incurred as set out in our Terms & Conditions of Booking e.g. late departure of guests
- **Security deposit(s)** - we require security deposit(s) (details will be in the quotation/booking & accessories form), which all being well is returnable afterwards
- **Surcharges** – for hire arrangements over and above the 'normal' and as may be pre-agreed in some specific circumstances e.g.
  - a specific date or month hire surcharge
  - a year-on-year hire charge increase
  - an increase in the number of guests over that booked (up to a max.)
  - additional venue(s) and/or parking

- additional security/stewards required for large number of guests and/or coaches on the day
  - additional security/stewards required for set-up/take down periods for unusual deliveries and/or off list supplier oversized vehicles
- (where known in advance the surcharges will be added to your quotation/booking form)

All charges will be clearly set out on your quotation/booking form and/or in our Terms & Conditions of Booking (or in writing if changes are made)

**Fires** - sorry no open fires or fire acts, except certain raised fire pit arrangements (mainly offered by our Tipi 'Friends of' marquee suppliers) & small faith related ceremony fires (subject to marquee supplier agreement) ~ please enquire further

**Fireworks & flying objects** (or similar) - sorry due to our birds, we do not permit fireworks or anything that goes bang, fizz or anything that may scare the birds as well that includes helicopters & hot air balloons [for photo drones see 'Drones']

**Flooring** - as our venues are sand based and drain well you do not need hard flooring, coconut matting (or similar) is fine - your chosen marquee supplier will arrange this for you

**'Friends of' Busbridge Lakes - Caterers & Marquees** - we require you to choose from our carefully selected list of 10+ caterers & 10+ marquees suppliers, who offer a range of style and budget options [see 'Resources']. Due to continual problems both for our couples and ourselves, we are no longer allowing (even with a surcharge) other caterers or marquees inc. generators & loos suppliers

**'Friends of' Busbridge Lakes - Other** - we have an optional list of other wedding specialists to help make your day special e.g. florists, photographers, prop hire, wedding co-ordinators and many more, and you will need to liaise and book with them directly [see 'Resources']

**Garden Games/Fete events/Stalls** - these are fine, but we will need to check with you there is nothing that might endanger the birds (e.g. noise or debris) or damage the grass and where relevant, insurance is taken out (e.g. bouncy castles)

**Gas** - for the safety of no gas appliances/bottles (except for professionally hired in bar & catering equipment & external air duct heaters) are permitted and then all hazardous gas bottles need to be located outside the marquee(s)

**Generators & loos** - your marquee supplier will normally provide these for you, if not please select from our 'Friends of' generator & loo suppliers list - please note in these circumstances only these 'Friends of' generator & loo suppliers are permitted. For all sorts of reasons generators cannot be left running unsupervised, including overnight

**Grass** - to help ensure the best experience for all of our couples and their guests and to help protect the venue's grass, there are restrictions on what can be put on the grass (in particular in front of the marquee) ~ please enquire further

**Groom Changing Room** - [see 'Private Changing Room']

### **Guest numbers**

- Canal Lake venue - max. capacity 200 (or 250 depending upon the number of cars required to be parked)
- Cedar Tree venue - max. capacity 120

- By special arrangement both venues can be expanded for a greater number of guests

Our base venue hire fee is a minimum charge with a stated maximum number of guests included. If the number of guests is;

- less than the stated maximum number of guests included, this fee does not reduce
- more than the stated maximum number of guests included (if permitted i.e. no more than the maximum number of guests ever permitted), then there is an additional fee charged on a per guest basis in minimum increments of 10 guests

You, and children if they have their own seat at the table, are included when calculating guest numbers. For where sit down dining is not included in your event (if permitted) ~ please enquire

**Insurance** - we require you to take out relevant wedding insurance, including Public Liability. Please note some cancellations are subject to a cancellation fee, we do not underwrite your booking in any way e.g. for illness or travel restrictions and we cannot be accountable in any way for the contracts, payments and agreements you have with any supplier - for more details please see our Terms & Conditions of Booking [see 'Resources']

**Landline, Broadband & Wi-Fi** - as an outdoor marquee venue we are unable to provide access to a landline telephone, broadband or Wi-Fi. NB: please ensure your guests or suppliers do not need this connectivity for crucial elements of your day or your supplier's services [see 'Mobiles']

**Lighting (inside marquee)** - your marquee supplier will provide this

**Lighting (outside marquee)** - in our venue hire fee we provide lighting for access to the main car parking & taxi lawn. Your marquee generally provides sufficient ambient light for just outside the front.

Some other considerations, which we can help and advise you on:

- Around marquee - your 'Friends of' marquee supplier will usually offer options of add ons, like outside floods, fairy lights, festoon lighting and loo access lighting
- Loo access - this is generally self-lit, but depending upon your marquee configuration and loo location, you may wish to add an additional access light
- Parking (additional) - for larger guest numbers and where you have hired our additional Parkland parking, you will need additional access & car park lighting
- Lake lighting - you can choose our option of lake lighting from our optional accessories [see 'Resources']
- For more ambient lighting in the grounds and surrounds this can be outsourced including via our 'Friends of' - Other Suppliers

**Location** - Busbridge Lakes is situated just 40 miles from central London with easy access from the A3 [see 'Resources']. The nearest station is Godalming (1.5 miles), which is on the Portsmouth to London Waterloo line

**Marquee positioning** - for each venue there is an allocated position for your marquee, although to accommodate different styles and number of guests, this will vary slightly - to ensure there are no issues, initial sign off on your marquee size & details (including catering tent, generator & loos) is required by us before it is booked

**Marquee styles** - our 'Friends of' marquee suppliers can provide all styles including Capris, Clear span, Pole, Sail, Stretch & Tipis, as well as catering tents & free-standing gazebos

**Mobiles** - mobile reception is patchy (as the venues are situated in a valley in the countryside) and signal strength significantly varies by provider & season (O2 is currently the best, with some 4G in limited places & then Vodafone). If this connectivity is required for crucial elements of your

hire e.g. video streaming, we can recommend suppliers who may be able to set up mobile relay services

**Music** - live music performed by a professional main band or DJ by is fine [for timings see 'Timings (on the day)']. We require that your stage/speakers are set in certain pre-agreed positions (so pointing away from our immediate neighbour) and there are certain restrictions on the style of music and instruments~ please enquire further. If required, we will apply for the relevant license (TEN) on your behalf (in your name)

**Parking** - for both venues parking is generally on part of the main lawn and within easy walking distance. Depending on the number of guests and your marquee size, we may also use other nearby lawns & fields

**Payments** - we require a minimum 50% of the venue hire fee (the non-refundable reservation fee) to be paid at the time of your booking application, with typically a further 4 installments the first being 3 months later (but no later than 271 days before your day) and the final balance with any other fees due 30 days prior [see 'Extra charges' & 'Insurance']. All payments are by BACS, we do not accept any payments by debit or credit cards or cryptocurrencies

**Pets & animals** - as Busbridge Lakes is a bird sanctuary we regret that, other than guide dogs, hearing dogs and other assistance dogs, no pets or other animals are allowed

**Power** - this is supplied for your event via a hired in generator [see 'Generators']. We do not supply any power

**Preparation/Storage** - each venue has its own open fronted barn for complimentary use during Day -1 set up [see 'Set up/Take down'] for you to do minor decoration preparation and/or to store small items/decoration boxes etc.

**Private Changing Room** (Canal Lake venue only) - we have a private changing room for complimentary use in the Coach House for one of the couple to use for changing accompanied by a pre-agreed reasonable number of names persons (with Ceremony option from 10am until 1 hour afterwards, otherwise 1 hour after arrival e.g. after church service). Please note this is not provided as a baby changing or feeding facility, crèche, general changing room/cloakroom, guest rest area or for other people or usage

**Resources** - we have a series of handy PDFs available to help plan your day, those marked 'D' are available for download from [www.busbridgelakes.co.uk/weddings.html](http://www.busbridgelakes.co.uk/weddings.html):-

Prior to booking (D)	At quotation	After booking
Accommodation	Accessories	Booking Key Information
Directions	Booking Details (T&Cs)	Entrances - for bus/coach/suppliers
eBrochure	Churches (CoE)	'Friends of' - Other Suppliers
FAQs		Taxis Numbers
'Friends of' - Caterers & Marquees		Wedding Invites copy
Venue(s) Map		Venue Build Guidance Note
		Venue Check List
		Venue Layout

**Rubbish** - each supplier will typically remove their own rubbish, generally arrangements can be made with your chosen caterer to remove your empty bottles. Overall, you will be responsible to clear all rubbish from the venue. As an outdoor marquee venue we do not provide any rubbish disposal facilities, subject to our pre-agreement and a surcharge if these are delivered/collected

outside the normal set-up/take down periods) [see 'Set up/Take down'] you may hire in certain lidded rubbish bins with a collection service

**Set up/Take down** - typically these will work out as below:-

Access timings / Venue	Canal Lake	Cedar Tree	Access Timings [not event times]
<b>Set up</b> – key marquee supplier/ generator/loos	-2 days	-1 day AM	8am - 5pm
<b>Set up</b> – family/helpers/other suppliers	-1 day	-1 day PM	9am - 5pm
<b>Hire date (Hire Period)</b>	See - Timings (on the day)		
<b>Clear up</b> – family/helpers/other suppliers	+1 day	+1 day	10am - noon
<b>Take down</b> – De-rig - key marquee supplier/generator/loos (after clear up)	+1 day	+1 day	(10am) - 5pm

**Sparklers** - sparklers are fine outside your marquee - we require that a suitable number of buckets with sand are provided and are used to extinguish them afterwards

**Storage** - for those smaller items you may wish to have delivered prior to your day we can offer an area for complimentary use for such a need

**Tableware** - your chosen caterer will help you choose & provide your cutlery, glasses & table linen

**Taxis** - there are plenty of local taxi companies locally [see 'Resources'] - due to mobile reception quality [see 'Mobile'], please encourage guests to pre-book Taxis (to pick up from clearly signed 'Taxi Pick Up point') - we recommend you send out Taxis details with your invites. We require for the safety of all on the day your guests remain at the Taxi waiting point, until called for their taxi

**Timings (on the day)** - these will vary depending to suit your schedule on your day. As a guide and general rule, typical timings & periods are:-

- **Venue access** - 11am (9am with ceremony add on) to 11.45pm
- **Guests access** - up to **8-hour window** e.g. 3.30pm to 11.30pm, with ceremony add on up to **10-hour window** e.g. 1.30pm to 11.30pm (with earliest ceremony time 2.30pm)
- **End times & carriages** - live music, singing, chanting & dancing (including any amplified speech or music, bands, DJs, playlists, silent disco or similar) finishes by 11.00pm - sorry there is absolutely no discretion on this, followed by quiet background 'ambient' music with carriages departing at 11.10pm - all guests to have quietly departed by 11.30pm

**Vans & vehicles on the Venue** - in addition to your guest cars, catering support van, loo trailer and generator trailer, other small vans (or similar) e.g. VW Combi, Citroën H van may be permitted to be located in front of your marquee (unless they leak oil or the marquee is of size/positioning that they cannot drive around it!), subject to our pre-agreement and possibly a surcharge ~ please enquire further

**Venue hire fee** - in our initial response we will include our standard venue hire fee. Once you have visited and we all have a better idea of your requirements/are happy with the arrangements/wish to proceed, we will then issue a quotation/booking form containing your actual venue hire fee

This will could vary from the initial amount, due to your wishes/requirements e.g. an increase in the number of guests or an extended hire or due to a change in the venue hire fee since your initial enquiry (which is calculated upon demand)

Notes to venue hire fee:-

- This is just for the venue hire & our logistical planning services – all of your marquee, catering and other supplier charges are not included (and are booked by you directly)
- This includes the hire period and the set up/take down period for your chosen venue (reception/ceremony area)
- There is currently no VAT to be paid on top (0% is the current rate required to be added)
- There is no corkage or cakeage to be paid on top
- And also includes:-
  - Pre-visits (family, friends & suppliers)
  - Engagement photograph shoot (not photographer charges)
  - Private changing room (Canal Lake venue only)
  - Access to our Resources web-site portal

**Venues** - we have two venues [see 'Resources'] - the Canal Lake venue - sited on the main lawn and the Cedar Tree venue which has a small three port barn and overlooks the Bottom lake. The Cedar Tree venue is currently only available as an add on/expansion option to the Canal Lake venue ~ please enquire further

**Wedding Coordinators** - whilst we will assist you regarding your logistics pre-planning, we do not provide a wedding coordination service including fixing issues regarding your supplier services. To help you achieve a seamless transition from your set up day to and on your actual hire day, we highly recommend you retain the services of a wedding coordinator (or select one of the 'Friends of Busbridge Lakes - Caterers' who offers this) or at the very least, have a nominee who will be available (for you to brief the day before and attend the earlier stages of your actual hire day) to oversee your arrangements – remember you and your guests will be busy on the day and not be wishing or able to sort last minutes matters out.

For certain hires we will require you to employ the services of a professional wedding coordinator e.g. large guest numbers and/or complex hires

**These FAQs are for initial pre-booking guidance only**

**Please always read our Quotation/Booking Form & Terms & Conditions of Booking before signing for a hire, as if there is any inconsistency these [so not the FAQs] will be the ones that count**

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