

CARBERRY TOWER MANSION HOUSE AND ESTATE

WEDDING FAQ's and TERMS & CONDITIONS

We at Carberry Tower Mansion House are delighted to welcome you on the landmark occasion of your Wedding. In order to answer any questions you have leading up to your Special Day, we trust that the following information will provide all the answers you are looking for and guarantee the smooth planning and preparation of your celebrations.

Unlike Wedding Planners, our dedicated Sales and Events Team are available to co-ordinate the property-specific elements of your Wedding, as well as the Food and Beverage service. This involves booking the required reception areas within the property, passing on overnight accommodation requirements to our Reservations Team, and forwarding to our Food and Beverage Team your menu and drinks requirements. Where possible, you may have one point of contact from the Sales and Events Team throughout your booking journey with us but, with a large team of experienced Co-ordinators, you may be seen by different Team Members as your booking progresses and on your Wedding Day itself. If you require the additional services of a Wedding Planner, we can furnish you with suggested contacts.

CARBERRY TOWER MANSION HOUSE AND ESTATE

A place of intimate grandeur, our beautiful property dates from 1480 and sits majestically within 35 acres of manicured estate grounds. With 30 bedrooms and over 10 principal Reception Rooms, there is a wealth of elegantly appointed accommodation. If not utilising our Mansion House package, only those rooms which have been specifically contracted and paid for will be allocated for your use on the day of your Wedding. All other Reception Rooms, and Bedrooms, will be bookable by other guests for their own use and enjoyment. If opting for our Mansion House package, all 30 bedrooms and principal Reception Rooms will be wholly appointed for your use on your Wedding Day. **(Please note, The Campaign Room Bistro and Courtyard spaces are not included for your use within the Mansion House package. These two areas are entirely self-contained, with their own dedicated entrance door from the main Reception, ensuring separation from your Mansion House accommodation).**

Whether within a Mansion House package or not, all guests are respectfully invited to conduct themselves in a manner befitting the property and values of the Household. Any guest found not behaving in a manner commensurate with Household decorum or the privilege of being within a property of this note will be required to leave, without refund, at the sole discretion of Carberry Tower Mansion House management. A minimum charge of £200 will be levied to the bill-payer for any guest found actually, or suspected, of smoking, inappropriate behaviour, damage to property or soiling within Carberry Tower Mansion House and Estate at the sole discretion of the management.

EXCEPTIONAL SINCE 1480.

CEREMONY

How many guests can we invite for our Ceremony?

With capacity to seat 150 guests, our private Chapel within the Estate grounds makes a perfect setting for your Wedding Celebration. With floor to ceiling glass overlooking the walled garden, the interior of the Chapel can be adorned to whatever extent your imagination takes you.

What type of Wedding Ceremony can we have?

We can readily provide you with names of Christian Celebrants from various denominations, as well as Humanist Celebrants who have been used previously at Carberry Tower Mansion House. Celebrants or Registrars must be contacted directly by the Bridal Party and their own independent arrangements made. For specific information about the different forms of ceremonies available in Scotland, including the legalities and necessary registration requirements, please see:- <http://www.nrscotland.gov.uk/registration/getting-married-in-scotland>

(Whilst we cannot provide legal Witnesses for the Ceremony, usually your chosen Celebrant or Registrar can provide additional Witnesses for the occasion.)

Can we have our Wedding Ceremony in the grounds / gardens?

Yes, on occasion we have accommodated outdoor ceremonies within the Chapel Walled Garden. It should be noted, however, that this is strictly weather permitting and an indoor contingency will be necessary. A decision as to suitability will be made by 10am on the Wedding Day at the sole discretion of the Carberry Tower Mansion House management.

Do you provide a sound system/music for the ceremony?

Our Chapel has a pipe organ which is suitable for qualified organists/pianists to use. We can also provide a sound system consisting of one hand-held microphone and amplifier. We accept CDs or Ipad/Ipods for the use of recorded music, so long as everything is downloaded onto your chosen device, clearly marked and delivered no later than 4 days in advance (Please note, we cannot accept any liability for any items temporarily left in our charge).

LOGISTICS

What is the maximum number of guests we can have for the Wedding Banquet?

We can accommodate up to 150 guests in the Banqueting Pavilion for a sit down meal on 6' round tables, and including a linear top table.

What time can we arrive at on our Wedding Day?

Those on the Mansion House package can arrive from midday. We normally recommend the bride arrives at noon with whoever she's getting ready with and then the groom and any other overnight guests can arrive thereafter from 1pm. That way we can ensure the bride is out of sight before anyone else arrives! For those Bridal Parties not utilising the Mansion House package, normal check-in is from 3pm for guests, although earlier check-in is available on prior request for a small supplement, subject to availability.

Can we drop anything off before our wedding?

Yes, all stationary, table plans, favours etc. must be delivered no later than 4 days prior to the Wedding. Please note, as a rule, access cannot be given to florists or venue dressers until the morning of the Wedding itself. On certain occasions, suppliers can be granted earlier access but this is strictly subject to availability and must be arranged no later than 2 weeks in advance with our Sales and Events Team. Please note: any items left at the property must be uplifted by a named representative of the Bridal Party no later than 3 days after the Wedding and no liability is accepted by Carberry Tower Mansion House whilst items remain temporarily at the property.

Do you allow children?

Yes, we welcome children, but ask respectfully that they be supervised by parents/guardians at all times.

Do you have any high chairs we can use?

Yes, we have 4 high chairs which you are welcome to use with our compliments.

What time do we need to leave the next day?

We serve breakfast from 7.30am midweek and 8am at weekends. All rooms need to be vacated by 11am. A late check-out option is available for a small supplement on prior request and strictly subject to availability (where we have a Mansion House booking the day after your Wedding, then the 11am check-out must be strictly adhered to for all bedrooms and Reception Rooms).

Will I need a microphone for the speeches? If so, do I have to provide my own?

For those choosing to utilise a microphone for speeches, we can provide one hand-held microphone with amplifier. We do ask, however, that this be kept to a respectable level in terms of noise spill.

Can you provide an easel to hold our table plan?

Yes, we provide an easel which can hold your table plan.

What time do we have to finish the party?

In order to conform with our Premises Licence and out of consideration for other guests and residents, we do have strict finishing times for each Wedding and this is dependent on the day of the week. For weekday Weddings, our finish time is 11pm, for Fri/Sat Weddings our finish time is 1am and for Sundays it is 12am. Even for those opting for the Mansion House package, only those guests who are overnight residents in the Mansion House can continue to be served alcohol after our specific finishing times, with all charges being made to their Bedrooms.

EXCEPTIONAL SINCE 1480.

Can we utilise the Banqueting Pavilion for our evening reception?

We at Carberry Tower Mansion House are best placed to recommend the optimum use of the property on your Wedding Day. Having observed the best flow throughout the property and the smoothest transitions, operationally, we would always recommend the Chapel for your ceremony, the Banqueting Pavilion for your Wedding feast, and the Rose Garden Rooms for your Evening Reception. In line with our Premises Licence, all live and recorded music requires to be situated within the main Mansion House in order to avoid unnecessary sound spill. Our Rose Garden Rooms can accommodate up to 180 guests and, being immediately adjacent to the Champagne Terrace, provide the perfect space for your Evening Reception.

Can we decorate the Banqueting Pavilion?

Yes, absolutely, you can get a quote from one of our recommended venue dressers/florists/event suppliers. Please note we are unable to provide use of any ladders and all venue dressing equipment must be provided independently by your chosen suppliers.

Can we have a long top table?

Yes – you can have a long top table for up to a maximum of 14

When do I have to confirm final numbers?

We need an indication of your final numbers 8 weeks prior to your Wedding date. Exact, final numbers must be confirmed no later than 3 weeks before your Wedding - any changes thereafter will be subject to an additional charge.

Do you have a cloakroom we can use?

We don't have a dedicated cloakroom but we do have a hanging rail, where guests are welcome to leave their coats – we cannot accept liability for any items left unattended on the hanging rail.

Do you provide children's entertainment?

No, but we do have an excellent local children's sitter/entertainer listed on our recommended suppliers list.

Can you recommend any local suppliers? (florist, photographer etc.)

On signing your Events Booking Contract, we will give you a comprehensive contact list with details of local suppliers such as photographers, florists, cake makers etc. who have previously been used for Weddings at Carberry Tower Mansion House and who have a pre-existing knowledge of the property and set-up. Bridal Parties can choose to utilise all, some or none of the suppliers from this list – it is entirely at their own discretion and we accept no responsibility for the products or services of any of the recommended suppliers. Again, if a dedicated Wedding Planner would be helpful in project managing all aspects of the Wedding then recommended contacts can be given.

EXCEPTIONAL SINCE 1480.

Can my photographer come to Carberry Tower before the wedding to look round?

Yes, by prior appointment and subject to availability.

Is the Mansion House lit from the outside at night time?

Yes, the front and back of the castle are lit by floodlighting at night.

Do I have to lay the name cards etc. out on the morning of our wedding or can you do that for us?

We can lay the table on the morning of your Wedding with your name places, favours, menus etc. as long as they are given to us, clearly marked, in table order and handed in 4 days prior to your Wedding. Again, please note: any items left at the property must be uplifted by a named representative of the Bridal Party no later than 3 days after the Wedding and no liability is accepted by Carberry Tower Mansion House whilst items remain temporarily at the property.

Can we have fireworks?

Low-noise fireworks are permitted but must be fired by 10pm and we ask that you use one of our recommended suppliers for any firework displays, in order to assure they conform to our low-noise requirements.

Can we launch Chinese lanterns?

Unfortunately we don't allow Chinese lanterns to be launched as the debris impacts on our local residents and farmland. It also causes harm to local livestock. This ruling is in line with recommendations from the Country Land Association.

CATERING & WINE

Can we bring our own caterers in?

It is essential we offer a consistently high standard of catering and therefore only offer our own excellent Chefs, who afford an exceptionally high level of service and quality of food, accommodating Special Dietary needs where possible.

Can we sample the menu?

Yes, a Wedding Tasting for the Bride and Groom is included in the package prices, and will usually take place approximately 4 months prior to your Wedding date. The Bridal Party will choose 2 starter/2 main course/2 dessert preferences from their contracted package Menu Selector to sample. They will also be able to sample the Mansion House Wines during this tasting session.

How many menu choices do we get for our Wedding Banquet?

After the sampling, the Bridal Party will provide their one choice of preferred starter/main/dessert (plus any vegetarian, children's option or other special dietary requirement). Should the Bridal Party wish a 'choice menu', giving guests more than one set option of one starter/main/dessert, then a supplement will be applied and this is strictly subject to a Pre-order of dishes to be provided no later than 3 weeks prior to the Wedding Day.

What age do you classify a child?

Anyone aged 11 and under is classified as a child. Children not eating, will not be charged. Children eating from the adults Menu Selector will be charged at the adults' meal price, as opposed to the full package price.

Can we bring our own wine in?

As a rule, Wine and Champagne must be purchased through Carberry Tower Mansion House and Estate and we do not readily offer a corkage service. We can supply Non-Alcoholic Wine/Beverages as part of the package, if required.

BEDROOMS

Do you have a Bridal Suite?

Yes, we have a choice of 2 beautifully appointed Royal Suites.

Where does the bride normally get ready?

Most brides choose to stay over the night prior in the Mansion House, subject to availability. Should you wish to use a Reception Room to get ready, an additional room charge will be applied.

How many people can stay overnight in Carberry Tower Mansion House?

We have 12 Classic double rooms (of which some can be twinned), 8 Executive double rooms (of which some can be twinned), 1 Turret Suite (which can also be twinned), 4 Grande Suites (of which one is a family suite), 2 Royal Suites and 3 Single rooms which amounts to a total capacity of 57 overnight guests. (Twin Bed configurations and Children's Extra Beds must be reserved at time of booking and are subject to availability). Because of our Castle-style property, the bedrooms are not uniform - they vary in size and layout, each of them having their own unique character.

How many rooms can we reserve for our guests?

Our Mansion House Package includes all 30 bedrooms in the Mansion House. If not opting for the Mansion House package, we can hold a maximum of 10 bedrooms at a negotiated set rate, which will be included in your Event Booking Contract. We will require you to complete our rooming list template with your guests' details, including arrival and departure dates. Your guests are also more than welcome to call up individually to reserve their own accommodation, however this will be subject to availability and at our best available rate.

****** Please be advised that our bedroom rates do fluctuate – much like the airlines, therefore if you choose this latter option, it is likely that your guests will all be paying varying accommodation rates********

Can we bring our own cots and / or bedding?

We have 2 travel cots which can be used but we would ask that guests provide their own preferred bedding for use with our travel cots.

EXCEPTIONAL SINCE 1480.

Can we book a pre-wedding private dinner, BBQ or event the night before our wedding?

You can choose to hire rooms within the Mansion House the day before your wedding for a pre-wedding party if you'd like to – this is proving to be a very popular option, where available.

Can my guests call independently to book a bedroom?

The Bridal Party must co-ordinate the booking and payment of all bedrooms that are included in the Contract. We are not able to take bedroom bookings and payment from individual guests on the Mansion House Package or up to the 10 pre-reserved rooms. We are only able to take direct bookings from your guests outwith the above options – however the best available rate will be quoted to each guest at the time of booking (rates of which may vary) and are strictly subject to availability. **We will not be able to hold any rooms aside for your guests to independently book.**

Are there discounted rates for two-night stays?

We can offer a discounted Sunday night 'stay on' rate, available for guests wishing to add on an extra night's stay after a Saturday Wedding.

Can we have breakfast in bed?

Private breakfasts for the Bridal Party can be arranged on the Wedding Day or morning after – this requires to be stipulated within the Contract in order to guarantee availability on the chosen dates, and a Pre-order of preferred food choices is required the day prior.

Do you have other hotels / accommodation locally?

We have various reciprocal relationships with other local hotels who we are happy to recommend for overspill accommodation on request.

DECORATIONS & ACCESSORIES

Do you provide flowers and table decorations?

No, all flowers and additional table accessories should be provided independently from your chosen florist or venue dresser.

Do you provide table linen?

Yes, white linen tablecloths and napkins are provided for each place setting. Should you require any alternative linen then these must be supplied to Carberry Tower Mansion House by no later than 4 days prior to your Wedding. Again, please note: any items left at the property must be uplifted by a named representative of the Bridal Party no later than 3 days after the Wedding and no liability is accepted by Carberry Tower Mansion House whilst items remain temporarily at the property.

EXCEPTIONAL SINCE 1480.

Do you provide chair covers and ties?

White chair covers (without sashes) are provided for each chair within the Chapel. Additional chair covers and sashes are provided for the Banqueting Pavilion for those opting for our Sovereign and Royal packages (these Banqueting Pavilion chair covers and sashes are not included in the Monarch package price). No chair covers or sashes are included for your Evening Reception in The Rose Garden Rooms.

Do you provide crockery?

Yes, all white crockery is provided.

Do you provide a cake stand?

Yes, we have 2 cake stands available to book within your Contract, at an additional charge. We have a choice of one square and one round at 15" diameter.

Do you provide candelabras?

Yes, we have 15 table-top candelabras available and 2 floor-standing candelabras available to book within your Contract, at an additional charge.

Do you provide a dance floor?

The Rose Garden Rooms have wooden floors throughout and are perfect for dancing. However, if you would desire an LED-lit or specific floor covering then this should be provided independently by your chosen venue dresser.

Do you provide a sound system and disco lighting?

We have one hand-held microphone with amplifier which is available for use. All specialist sound system/PA/disco equipment must be independently sourced and installed by your chosen venue dresser or band.

Can we have candles around the Mansion House?

Candles can be used on the tables as long as they are in a safe candle holder (a maximum of 5 candles per table is permitted in addition to our 5-arm candelabras).

Can we have confetti or rose petals?

We don't allow the throwing of confetti or rose petals in the Mansion House or grounds, with the sole exception of outside the Chapel. Confetti and rose petals do leave a residue and must be kept within the area immediately outside the Chapel.

Can we have table crystals?

Scatter crystals do have the potential to cause abrasions to the floors if used excessively or carelessly. We, therefore, request their use be kept to a minimum and their placement well considered.

Can we have helium balloons?

Yes, but we require these to arrive on the morning of the Wedding, pre-filled.

BOOKING PROCESS

When can we come and have a look round Carberry Tower Mansion House and Estate?

By appointment, we would be delighted to show you around Carberry Tower to bring to life what we can offer you for your special day. We are an extremely busy Household and pre-booking appointments is necessary and subject to availability.

How long can you provisionally hold a date for us?

Once you've been for a show-round, we can provisionally hold a date for you for 5 working days. If we haven't had any other interest in that date by the end of the 5 days we can extend the provisional booking for you but if we do have other interest in the date then we will ask you whether you would like to book or release the date.

What deposit do I have to pay when I confirm a date?

Once you have booked a date, we will send out an Events Booking Contract and an invoice for a non-refundable deposit of £500 due for immediate payment. 2 weeks later, the first 20% of your overall contracted amount falls due for payment (minus the £500 deposit already remitted). Payments are then staged at various points of time, as follows....

What are the further payment terms and refund/cancellation policy?

A further 20% of the overall contracted amount is due for payment no later than 6 months prior to the Wedding, followed by a payment of 40% of the overall contracted amount due no later than 3 months prior to the Wedding and, finally, the remaining balance of the overall contracted amount, plus any additional charges arising from increased numbers or extras, shall be remitted in full no later than 8 weeks before the Wedding date.

Unless an alternative arrangement has been agreed in writing, in advance, with Carberry Tower Mansion House management, any Bridal Party not complying with the above payment deadlines may have their Wedding cancelled and any monies already held on deposit retained without refund.

Any Bridal Party cancelling their Wedding will be subject to the following cancellation policy:

- Within 3 months from Booking Date, the Contracted Billpayer will be entitled to a refund of any monies held on deposit minus the non-refundable £500.
- After 3 months from Booking Date but before 6 months prior to the Wedding Date, Carberry Tower Mansion House and Estate shall be entitled to retain 20% of the overall contracted amount.
- Any Bridal Party cancelling their Wedding within 6 months prior to the Wedding Date will not be entitled to a refund and all monies held on deposit will be retained.
- (For the avoidance of doubt, if a Wedding is both booked and cancelled within 6 months prior to the Wedding Date, the Bridal Party will not be entitled to a refund and all monies held on deposit will be retained).

We reserve the right to postpone, amend or cancel any Wedding, without any responsibility or further liability, in the unlikely event of occurrence beyond our reasonable control which prevents our ability to fulfil our obligations – this being for example, but not limited to, Force Majeure or other such incident rendering access to or operation of the property unsafe or unavailable. In the event of postponement, we will work diligently to make alternative arrangements for a mutually agreeable rate, each party bearing their own losses.

In the unfortunate case of cancellation or termination for whatever other foreseen reason, we will notify the Client as far in advance as possible and will arrange for a full refund of all deposits held (minus the non-refundable £500), but will have no other obligation or liability for loss or inconvenience borne through the change.

We may refuse and cancel a Wedding at any time, without refund of deposit monies held, if we believe that the Wedding may include illegal acts or activities, or that guests are likely to behave in a manner which may contravene or prejudice our Premises License, for example where guests show signs of infectious disease, are under the influence of illegal or intoxicating substances, appear to be carrying an illegal or dangerous weapon or make attempts to bring such into the property, or where guests are acting lewdly, aggressively or disruptively.

A £500 damage/security deposit will be required by way of Pre-authorisation from an active Credit Card no later than 7 days prior to the Wedding Day. Should any losses or damages, breakages or other expenses be incurred as a consequence of the occupancy and use of Carberry Tower Mansion House and Estate by the Wedding bill-payer or any of their guests or suppliers, then £500 payment will be instructed no later than two weeks after the Wedding Day, and any additional charges due will be Invoiced for payment no later than 4 weeks after the Wedding Date. (Where a Bridal Party does not have an active Credit Card, the damage/security deposit can be paid by means of BACS transfer and held in trust, being refunded no later than 4 weeks after the Wedding Date where no losses, damages, breakages or other expenses have occurred).

In addition, Carberry Tower Mansion House and Estate reserves the right to engage the services of additional security personnel on the Wedding day itself. Whilst there are very few occasions on which we require to exercise this right, the decision will be made at the sole discretion of Carberry Tower Mansion House and Estate Management, taking into account the Health & Safety and Duty of Care towards staff and other guests. This will attract the extra fee of £250.00 which will be charged to the Contracted Billpayer.

EXCEPTIONAL SINCE 1480.

GENERAL

Is there car parking available on-site?

Although we have ample complimentary car parking available on site, this is subject to availability. If your guests find the car park is full, directions will be given to the nearest alternative site. Parking of cars is entirely at the Owners' own risk and we cannot accept any responsibility whatsoever for theft or damage to vehicles or other property howsoever caused.

In general, as is standard throughout the hospitality sector, Carberry Tower Mansion House and Estate cannot accept any liability for any theft, loss, damage or breakage to guests' property howsoever caused.

Is WIFI available for guests' use?

Yes, with a newly installed 100mbps line, we have excellent WIFI coverage and connectivity available for the enjoyment of our Guests. Please note, whilst every effort is made to ensure the protection of our network, we cannot accept liability for any virus or malware downloaded by guests whilst using/connecting to our network.

Will I have one contact at Carberry Tower when planning my wedding or will I deal with a number of different people?

Our Sales and Events team will work with you right up to your Wedding Day. You will be invited to come in for a maximum of 3 appointments – a final details meeting will take place no later than 1 week prior to your Wedding Day. Where possible, you may have one point of contact from the Sales and Events Team throughout your booking journey with us but, with a large team of experienced Co-ordinators, you may be seen by different Team Members as your booking progresses and on your Wedding Day itself. Again, if you require the additional services of a Wedding Planner, we can furnish you with suggested contacts. We will be delighted to welcome you to the Household and very much look forward to contending for the best possible service.

We cannot be held responsible for any errors or omissions in correspondence or published material and have taken reasonable steps to ensure the information contained within our own and third party websites, brochures, tariffs, and advertising is correct. We reserve the right to withdraw or amend any service, facility or amenity as previously described without notice or compensation for the change.

We are a highly acclaimed and Awarded luxury Hotel and Wedding Venue. However, in the very unlikely event of a complaint arising, a formal written account from the Contract Signatory must be received at our offices by means of Recorded Delivery, within 2 working days of the event, otherwise no liability will be taken.

The basis of this document is contractual, under the legal jurisdiction of Scotland, between all guests, whether paying or non-paying, and Kingsland Estates (Carberry Tower) Ltd, T/A Carberry Tower Mansion House and Estate, herein also referred to at times as 'We' or 'Our'.