

## FAQ'S for The Coniston Hotel Country Estate and Spa

### Food

#### **Q. Can we have a choice menu?**

We would ask for you to choose a set meal for everyone, our menu options can be found in our wedding brochure. You are able to offer your guests a choice of all three courses. The charge is £2.50 per person per course. Menu choices still do need to be provided to us at least 6 weeks prior to the date of your special day and we would always recommend offering an option of 3 choices to your guests for each course i.e. for the main course chicken, pork or fish.

#### **Q. Can you cater for special dietary requirements i.e. gluten free, vegetarians, vegans etc.?**

Yes – although we do require full details in advance.

#### **Q. Do you cater for children/babies?**

We have a separate children's menu which can be found in the wedding brochure. We do also cater for teenagers at a reduced cost (children aged 12-17 years). Enquire with your wedding coordinator for further information.

#### **Q. Do you have any highchairs?**

Yes, please kindly reserve these in advance.

#### **Q. Do all guests have to be catered for with the evening buffet?**

We do advise that all evening guest numbers must be catered for as per the terms and conditions. This is to ensure that no guests are left hungry!

#### **Q. Are food vans permitted?**

We do not allow the use of outside caterers for hot or cold food on the premises although we are flexible and may be able to assist you with your ideas.

#### **Q. When do you require final numbers?**

We require approximate numbers 14 days in advance. Final numbers are taken as that standing 48 hours prior to your wedding. The numbers given at this time will be the minimum numbers invoiced. After the 48 hours in the event of a guest(s) last minute cancellation which is beyond your control this will be at your wedding co-ordinators discretion.

### Bar

#### **Q. What time is the bar open until?**

Last orders at the bar are 01:00am and the bar and entertainment is to finish at 01:30am. This applies to any day of the week.

#### **Q. Can we have an extension?**

We can offer an extension on the Macleod's bar at an additional cost. Please speak to your wedding coordinator for further information.

#### **Q. What draught beers do you have?**

We do have a variety of draught beers and are able to order specific ales in of your choice as long as this is done in advance. (ales that can be ordered are dependent on whether we can source these)

#### **Q. How much does it cost for an additional glass of prosecco, Kir Royale or bottled beer for our drinks reception?**

Please enquire for details. It is dependent on the drink that you opt for.

#### **Q. Can we supply our own wines?**

This can be discussed with the wedding coordinator.

**Q. Are the bottles of wine put on the tables for the guests to pour themselves or do your operations team pour the wine?**

Our operations team pour the wine, and keep guests topped up. Each guest will receive two glasses of house wine (half a bottle each) this is dependent on your chosen package. The operations team monitor the usage and can swap accordingly ensuring that your allocation is never exceeded.

**Q. Is it possible to open more wine if needed on the night?**

Yes, once this has been agreed by yourselves - and the cost can be settled on departure.

**Q. Do we have to have the house wine or can we select something else?**

The package does include the house wines (red/white/rose) although you are able to pay an extra supplement for additional wines on our wine list. These can be sampled at your menu tasting.

**Q. Is it easy to get taxis?**

Due to our location we would advise that taxis are booked in advance of the day. We can recommend a couple of local companies for you to use.

## **Bedrooms**

**Q. How many rooms do you have?**

We have 71 bedrooms - a combination of Classic, Superior and Luxury rooms. You will be allocated 20 rooms in your bedroom allocation which will be a mixture of the above.

**Q. What happens if I do not use all of my 20 bedrooms?**

We do not charge you for any bedrooms that are not used however if all of your bedrooms are not taken 6 weeks before the date of the wedding we will release these from your allocation for resale.

**Q. What time is check in?**

Check in for all guests is 2:30pm. Luggage can be stored until rooms are ready.

**Q. Is there much accommodation in the area?**

Yes, from large chain hotels in Skipton to smaller B&B's in Gargrave and Settle. There is also a Premier Inn situated 10 minutes away in Gargrave.

**Q. Is there a special wedding rate for guests?**

Yes, you receive a discount off our Rack Rates, please refer to your brochure for details or speak to your wedding coordinator.

## **Ceremony**

**Q. How do I arrange for a Civil Ceremony/Civil Partnership?**

Having confirmed the date and time of the marriage, you should contact the Registrar that she can attend and conduct the ceremony on the day and time in question. We would recommend a 13:00 to 13:30 wedding. Speak to your wedding coordinator if you are at all unsure. All of the Registrars details can be found in your wedding brochure.

## **Miscellaneous**

**Q. What rooms are licensed to hold Civil Ceremonies?**

The Macleod's Restaurant (max 120 guests) and Winston's Barn (max 60 guests)

**How do we get down to the lake for our photographs?**

It is your photographer's responsibility to take you down to the lake unless another method of transport has been organised. We are able to provide you with transport in one of our Coniston 4x4's at an additional cost. Speak to your wedding coordinator for further information.

**Q. Where does the evening entertainment go?**

Any bands/DJ's are to be situated in the Bannister Suite for your evening reception.

**Q. Are we allowed to have external suppliers who provide photo booths, sweet carts etc?**

We do allow photo booths and sweet carts, we would normally recommend that these are situated in the conservatory leaving more space for you to dance the night away in the Bannister Suite but this is dependent on each wedding.

**Q. Do The Coniston Hotel supply menus/place cards?**

No, we do not supply name cards, menu's or table numbers. These are something you would need to source although we are able to recommend companies to source these from if required.

**Q. Can we have candles?**

Yes – they must however be in a safe stand or a candle holder which complies to health and safety regulations.

**Q. When do you require our decorative items?**

We require all of your decorative items the day before.

**Q. How many things will you be able to set up for us on the day? Is there a limitation?**

There is only one wedding coordinator on the day of your wedding that will be responsible for assisting with decorating the room for you. We do ask that you are as organised as possible and put all items in clearly marked labelled boxes along with a list of where you would like your items to be positioned. We do always endeavour to do as much as possible for you to make the room extra special for your big day however we are only able to do so many things in the time frame that we are given. All items need to come ready and assembled to place on the tables etc.

## **The Coniston Spa**

**Q. Are we able to gain access to the Spa the day following our wedding celebrations after check out at 11am?**

Your guests are able to pay an additional cost of just £35 to use the Spa the day following your wedding celebrations until 2pm (subject to availability) this includes:

- Access to the state of the art Spa Facilities
- 25 minute Coniston Signature Treatment
- Glass of Prosecco

Bride and Grooms are able to use the Spa the following day at no additional cost (treatment not included) you will also be served with a glass of prosecco. This must be booked in advance via your Wedding Coordinator.

**Q. What times are children allowed to use the Spa to and from?**

Guests must be 16yrs or older to receive spa treatments. Resident children under 16yrs are permitted to use the changing rooms, swimming pool, and Spa Brasserie area only. Resident children are not permitted in the thermal suite, Jacuzzi, outdoor infinity edge pool, gym and fitness studio. To ensure a peaceful ambiance for all our guest's children are permitted to use the facilities and be on site daily between strictly between **8:30am - 10:00am and 3:30pm - 5:00pm**. Children are not permitted to be in the Spa facility outside these hours. Children must be accompanied by adult at all times. No ball games are permitted in the spa pool.