

Frequently Asked Questions

	Question	Answer
BOOKING PROCESS AND T&C'S		
1	How do you confirm a booking at Cadbury House?	Once you have viewed Cadbury House, received a quotation and confirmed availability of your specific date. Send back your quotation and a signed copy of the Terms and Conditions which will have been sent to you with your quotation, together with a deposit for £1000.00. Your booking will then be confirmed and your date secured.
2	How does the coordination for my wedding work?	After the contract has been confirmed by deposit payment and signed terms and conditions, your bedroom allocation of 10 bedrooms and bridal room will be made for your guests (see item 40). Approximately 6 months prior to the wedding date you will be invited to book your date for your final details meeting, which will take place 8-6 weeks prior to your wedding date. This meeting may be during office hours and so we give you plenty of notice in order for you to arrange the time for this. The meeting is approximately 1-2 hours long and goes through all details of your wedding and the detailed wedding event sheet is then sent to you for sign off and final invoice to be paid 4 weeks prior to your wedding. If you are on a brochure wedding, approximately 3 months prior to your wedding you will be invited to a menu tasting (see item 19). On the week of the wedding you come to a drop off meeting where you bring your wedding items such as place card, table plans, favours etc and hand them over to our team who will set up your wedding room for you.
3	What are the Payment Terms once we have booked our Wedding at Cadbury House?	All payments for your wedding with Cadbury House must be made on time as per your signed Terms and Conditions. Payments for Interim invoices will be due no later than 6 months prior to your wedding/event and Final invoices are due no later than 1 month prior to your wedding/event. Payments are accepted by BACS payment (bank details will be on your invoice). Alternatively you can pay at a pre arranged appointment by credit/debit card or cash. Late or non payment may result in charges being applied to your account and may result in your wedding/event being cancelled.
4	What are the Cancellation Charges for Cadbury House?	As per your signed Terms and Conditions, should you need to cancel or delay your wedding a charges or loss of deposit may be applicable. The Terms and Conditions and cancellation charges are non negotiable. Please refer to your Terms and Conditions to see if cancellation charges will apply should you unfortunately have to cancel or delay your wedding and refer to your Wedding Insurance to see if you are covered for the cancellation by your insurer. If you wish to bring your wedding forward please speak to your wedding coordinator as cancellation charges do not normally apply.
5	Does a venue hire have to be paid even if the event is only in the evening or day only?	A venue hire fee is payable for all weddings and events held at Cadbury House.
6	Should you take out Wedding Insurance?	Cadbury House advises you to take out Wedding Insurance for your wedding.
EVENT COORDINATION		
7	Does Cadbury House provide a wedding coordinator?	Yes, Cadbury House will assign you a Wedding Coordinator who, with you, will develop a detailed event program which will form the basis of your wedding day. They will give advice on timings and best use of the house, recommend and liaise with service providers and suppliers and guest accommodation.
8	Does Cadbury House provide a Master of Ceremonies?	Yes, The Conference and Events Banquet Manager will act as your Master of Ceremonies should you wish. This event manager be handed over to you on the week of your wedding by your Wedding Coordinator and they will set up your wedding and be with you throughout your special day to ensure everything runs smoothly and as you planned.
9	Can Civil Partnership Weddings be held at Cadbury House ?	Several rooms accommodating 15 to 400 guests are licensed for Civil Partnership Ceremonies. Bookings can be made by telephoning the Registrar on 01934 427552. You will also need to contact the registrars office in your own Borough to give notice.
10	When should the Registrar be contacted about a Civil Ceremony?	You should contact the registrar as soon as possible to ensure that they have availability on your required date.
11	What time can my Civil Ceremony can be held?	Please speak to your wedding coordinator before booking your ceremony time as your ceremony time will be dependant on the function room you have booked.
12	When does Cadbury need to know the final number of guests attending ?	Final numbers are required no less than 1 month before the event.
13	Can Baby Naming & Renewal Vow ceremonies be held at Cadbury House ?	Yes, they can. The venue can accommodate type of celebration from birthdays, anniversaries, Christenings etc. Advice can be give upon request.
FUNCTION SUITES		
14	What is the maximum number for a wedding ceremony?	40 in our Master Room, 100 in our Drawing Room and 400 in our Great room.
15	What is the maximum number for dining and evening receptions?	GREAT ROOM = 350 guests on round tables and the top table. 400 for an informal buffet and evening reception. DRAWING ROOM = 100 guests on round tables and the top table. 160 for an informal buffet and evening reception. MASTERS SUITE = 40 guests on round tables and the top table. 120 for an informal buffet and evening reception.
16	Is there a minimum number of guests required at Cadbury House ?	GREAT ROOM = Minimum day numbers 90. Minimum evening number's 120. DRAWING ROOM = Minimum day numbers 40. Minimum evening numbers 60. MASTERS SUITE = Minimum day numbers 15. Minimum evening numbers 50.
17	Can I have access to my function suite the night prior to my wedding?	We are unable to guarantee access to your function suite the night prior to your wedding. On some occasions it may be possible but we are unlikely to know until 1-2 weeks prior to your wedding date. You are permitted to pay venue hire to hold the room the night prior to your wedding, subject to availability and should you wish to do this please speak with your wedding coordinator
18	Could a marquee be considered?	With prior permission this can be arranged.

FOOD AND BEVERAGE		
19	Do we have a menu tasting included in our package?	Brochure price wedding have a menu tasting included for 2 guests as complimentary. Additional guests are charged at £25 per person and you can have a maximum table of 6 guests. Special offer wedding such as Winter Wedding, Intimate Weddings and Midweek (Maple) Weddings do not have menu tasters included in the packages.
20	Can self catered events be held at Cadbury House?	Yes. Fully self catered events from professional suppliers can be arranged with Cadbury House. Terms and conditions and restrictions apply. No food or beverage can be brought to the premises without the express prior consent and written permission of the company. Please speak with the wedding coordinator.
21	Can we supply our own drinks?	Corkage is not permitted with the exception of fully self catered events. For Self catered events please speak with the wedding coordinator.
22	Is a cash bar available?	Yes, Cadbury House will provide a fully licensed cash bar.
23	Will my guests be able to pay by credit card at a cash bar?	Yes. They are also able to charge drinks to their bedroom if they have accommodation.
DECORATIONS, ENTERTAINMENT AND SUPPLIERS		
24	Can we have candles at Cadbury House ?	Yes, tea lights and non drip candles in holders can be used on tables, the Rocks in the Great Room and in lanterns or vases. No naked flames are allowed and therefore all candles must be enclosed. No candles are permitted on the floor.
25	May we attach any decorations to the walls of Cadbury House ?	Professional decorating companies can be used for venue dressings however we are not able to permit any decorations which may damage the walls or fixtures and fittings at Cadbury House. Mirrors and fireplaces may be dressed, provided no glue, staple, nails, bluetac etc are used to attach anything. It is worth noting that any mess or damage created by decorations will leave you in breach of your terms and conditions.
26	What happens if there is any damage caused by my guests or suppliers?	The costs resulting from loss or damage to property is outlined in your terms and conditions.
27	Is there a music system at Cadbury House ?	Yes, there is a PA System in the Great room, Drawing room, Living room and Masters room. There is also a CD/ IPod System which can be used in the Great room, Drawing Room or Master room for Civil Ceremonies
28	Is music such as a band or disco allowed?	A resident DJ is provided in most packages however you may bring your own band or DJ to the venue. No amplified music is permitted outside the building after 8.00pm or without prior permission.
29	Are outside suppliers allowed at Cadbury House?	Professional companies supplying wedding services can be allowed with prior permission and notification no later than 1 month prior to your wedding / event. All companies will need to provide Public Liability Insurance Certificates, PAT testing certificates, where necessary and Risk Assessments for high risk activities or suppliers.
30	Can Cadbury House recommend suppliers such as florists, bands & photographers?	There are a number of highly recommended local companies and we are able to supply information for these services upon request. We are happy to assist you with advice for any aspect of your day.
31	May service providers such as photographers visit Cadbury House before the event?	Yes, with pleasure, but as for all visits to Cadbury House, appointments must be made beforehand.
32	Are fireworks permitted?	Yes fireworks are permitted at Cadbury House, provided that they are set off before 9.30pm, completed by 10.00pm and we are advised no later than 1 month prior to your wedding day. The display must be supplied by our preferred suppliers pyrotechnics company only - Fire Magic.
33	Are Chinese lanterns permitted?	We do not allow Chinese lanterns to be let off in the grounds because we do not comply with the safety precautions listed on their websites.
34	Is confetti allowed?	Yes, confetti is allowed at Cadbury House provided that it is used outside the house and is biodegradable.
35	Is it possible to access the internet at Cadbury House?	Free WiFi is available
36	Does Cadbury House have any AV we can use or hire.	A microphone can be supplied for speeches if requested as complimentary. Data projectors and screens can be hired upon request. All bedrooms have a flat screen colour TV. If you wish to have your table plan on a Plasma screen please provide this on a memory stick no later than 1 week prior to your wedding. A TV and DVD player can also be arranged for a children's area if requested at final details meeting.
37	What happens to my wedding items and presents at the end of the wedding evening reception?	We ask for you to arrange for someone in your wedding party to collect all wedding presents and items of value including bouquets at the end of the celebrations as we cannot be liable for the security of anything left in the wedding room. All other items will be collected by the operations team and brought to reception for you to collect upon departure. We are unable to store items for you at the hotel and ask that all items are collected within 24 hours of the wedding please.
ACCOMODATION		
38	What accommodation is available at Cadbury House	The hotel has 132 boutique styled, ensuite bedrooms. A wedding allocation of 10 bedrooms will be arranged for your guests at special set wedding rates should you wish. These can be booked and paid for by your guests and are automatically released 8 weeks prior to your event if not taken. You are not liable for rooms not taken on your allocation. More rooms can often be arranged with prior notice. A Bridal room or suite (dependant on your package) is included in the wedding package. Additional nights can also be booked subject to availability, please speak to your Wedding Coordinator about this.
39	Is breakfast included in accommodation?	Yes. All room rates are inclusive of a full English and continental breakfast. Breakfast service is 7am to 11am weekends and 7am to 10am weekdays.
40	What time is check in and Check out?	Check in is at 3pm and check out is 12pm.
41	Can my guests or wedding party have early check-in?	Early check in can be requested but not guaranteed. We will not know until the day of check in if the early check in is possible or not. Residential guests wishing to change prior to check in may use the changing facilities at our Club and Spa.
42	Does Cadbury House provide any high-chairs, cots or children's beds?	Yes. Please advise us upon booking the rooms if cots and children's beds are required and upon final details for the highchairs at the event.
43	If I am not staying at the hotel can I have a room to change in?	We can arrange a quote for a function suite for you to get ready in with your wedding party however it will not have bathroom facilities. The room hire period is available from 9am to 8pm and must be cleared in full at this time. If you wish to have bathroom facilities you would need to book a bedroom the night prior to the wedding.

ADDITIONAL CATERING OR EVENTS

44	Can we book a meal for family and friends or spa treatments etc the day prior to or following the wedding?	Your wedding coordinator would be delighted to make any of these arrangements for you. We have the Marco Pierre White restaurant and an onsite spa and leisure centre. Please just ask.
45	Can we have a Hen or Stag weekend at Cadbury House?	Cadbury House can of course arrange Hen and Stag overnight and weekend stays for you. We tailor make each Hen weekend around you and your ladies (or gents) to suit your specific requirement whether private dining, cocktail making, live art classes, film night and popcorn, photobooths, Butlers in the Buff, outdoor activities and taxis to and from town.... nothing is impossible.

LOCATION

46	Is access easy for guests?	With free parking onsite and situated only minutes from the M5 and between Congresbury and Yatton, Cadbury House is in a convenient location for guests. The airport is just 10-15 minutes away.
47	Where is the nearest Town?	Yatton is approximately two minutes drive away.
48	Is parking available at Cadbury House?	Yes, there is complimentary parking available for up to 300 cars.
49	Is smoking permitted?	No smoking is permitted anywhere inside the house. If guests smoke outside they house they are asked to use the designated smoking areas and ashtrays provided.