

PENTILLIE

Castle & Estate

CORNWALL

Pentillie Castle is delighted to be your wedding venue.

This booking form is a contract of agreement between Pentillie Castle and the marrying couple listed below. Please read the terms and conditions carefully before, initialing signing & returning the original booking form.

(Full name) _____
will be marrying

(Full name) _____
on

Your wedding date: _____

Your contact details:	
Contact 1:	Contact 2:
Address:	Address (if different to contact 1):
Postcode:	Postcode:
Home telephone:	Home telephone:
Mobile number:	Mobile number:
Email address:	Email address:

Details of your hire:	
Dates of Hire from 5pm arrival:	
Until 10am departure:	
Ceremony Location Dry Plan:	
Ceremony Location Wet Plan:	
Ceremony Time:	
Exclusive Venue Hire Fee:	

Payment schedule		
Instalment summary	Amount	Date to be paid by
Non-refundable Booking Fee		Date due:
50% Instalment of Exclusive Venue Hire Cost due 9 months prior		Date due:
50% Instalment of Exclusive Venue Hire Cost due 3 months prior		Date due:

Damages deposit* due 2 weeks prior	£1,500*	Date due:
<i>*Please note: Damages deposit will be refunded, less any claims due within 14 days of your Wedding. Damages deposit refund should be made to the following account:</i>		
Name/s on Account:		
Bank		
Sort Number:		
Account Number:		

OFFICE USE ONLY:			
Unique Wedding Account Number:		Date confirmed:	
Proposed Daytime Guests	60	Proposed Evening Guests:	120 max
Caterer:		Who Booked:	

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Terms and Conditions for HIRE OF PENTILLIE CASTLE FOR WEDDINGS & FUNCTIONS:

The hirer(s) named on page one is/are responsible for all suppliers, contractors and guests invited onto Pentillie by themselves, adhering to these T&C's.

1. OUR PROVISION TO YOU: We commit to provide you with a suitable location in which to conduct a marriage ceremony (if applicable), host a reception and stay the night(s), (if applicable). Numbers associated within these provisions are highlighted on the first page of this booking form/contract.

2. PRICES include the exclusive hire of the castle from 5pm on day of arrival to 10am on day of departure (including, but not limited to, the 11 bedrooms, the public reception rooms, and the gardens immediately surrounding the castle). The castle can accommodate up to 22 guests (plus 4 children/babies under the age of 12yrs) sleeping overnight. An accommodation schedule must be completed and received ten days prior to check in with full names of each guest staying in each room. Cots and blow up beds for children are permitted in certain rooms. The castle can host up to 60 dining guests in the dining room or a maximum of 120 evening guests. This number cannot be exceeded without the hire of a marquee. Heating, electricity, and table linen for one celebration meal taking place within the castle are included in the hire fee. A separate fee of £750.00 will be charged when marquee hire is required for the use of outside loos, electricity supply to our lawns and/or terraces for a marquee and mobile fridge hire. Marquee hire should be arranged in conjunction with your caterer to ensure that all aspects required for catering within the marquee not limited to furniture, cutlery, crockery, table linen, catering kitchen, service area etc. are included. Marquee hire should be paid directly to the provider unless stated otherwise. Any agreed price includes VAT at the prevailing rate.

3. SECURING YOUR BOOKING & PAYMENT SCHEDULE: A completed booking form with signatures from both parties (where applicable) and non-refundable booking fee of £1,500 are required to secure your booking. This will be presented to you as invoice A and will quote your unique account number. We reserve the right to re-book the dates in question until the full booking fee and completed booking form are received.

50% payment of the outstanding hire fee is due 9 months prior to your wedding, it shall be summarised as invoice B.

The remainder of the hire fee is due 3 months prior and shall be summarised as invoice C.

If applicable, payment of the dining fees and any additional charges/extras are due 6 weeks in advance of your event along with confirmed final numbers. This will be summarised as invoice E. We reserve the right to cancel any booking if payment is more than 14 days in arrears.

4. HOW TO PAY: BACS transfers can be made to Barclays Bank, A/C number 13875148, Sort Code 20-50-40. Please include your unique account/invoice number and your name as a point of reference with any payment.

5. DAMAGE DEPOSIT: A deposit of £1,500 is payable 2 weeks prior to the event and will be refunded, less any damages, within 14 days of your event. This will be recorded as Invoice D.

6. POSTPONEMENT: If you choose to postpone your wedding or event this will be treated as a cancellation on your part unless we agree differently. In the event of a mutually agreeable postponement we will endeavor to exchange dates to be mutually beneficial where possible. Postponements may be subject to an increased tariff which will be payable by you. Such additional charges will be invoiced separately and a memorandum of understanding referencing new dates will need to be signed by both parties to transfer the booking (and inherent t's and c's) to the new date.

7. CANCELLATION: If you cancel your wedding we will need signed written confirmation of this with signatures from both parties matching those on your booking form. Pentillie's service to you begins from the point of provisionally holding your date and becomes accountable from the point of booking confirmation. There is a considerable amount of advance preparation work invested by the Pentillie team prior to your wedding that is not limited to administration, meetings, supplier checks, venue upkeep, preparation and coordination. These ensure that we uphold our commitments to you of a functioning, clean and tidy venue.

It is reasonable to expect the closer to the event, the greater the amount of work has been undertaken, a direct reflection of

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7. CANCELLATION (cont.): the payment terms and schedule. In the event of any cancellation by you the booking fee and all payments made to your account up until the point of cancellation will be forfeited. If any payment is outstanding at the time of your cancellation, you will be fully liable for this. It is at the discretion of the owner of Pentillie that any amounts paid or due to be paid by you, will only be refunded to the amount that we have been able to recoup from any accommodation re-let. Due to the nature of wedding lead time, the closer to your wedding date the less likely we are able to recoup anything. No refund will be possible within four months of your wedding date. Any refund will not include services already rendered for administration, meetings, supplier checks, venue upkeep, preparation and coordination.

We reserve the right to cancel a booking if you are more than 14 days in arrears with any payment.

If Pentillie Castle has to close in circumstances beyond our control we will endeavor to postpone to a mutually agreeable date. If we are unable to agree a postponement we will refund any advance payment made less the cost of services already rendered for administration, meetings, supplier checks, venue upkeep, preparation and coordination and will have no further liability to you.

8. LIABILITY: Our liability will not exceed the total amount which you agree to pay us under this agreement. You will indemnify Pentillie Castle for all claims, loss or damage affecting Pentillie Castle, its employees or third parties caused by you, your guests, or agents under this agreement or otherwise. This document contains the full terms of our contract, and neither party relies on any other documents or oral statements unless jointly signed in agreement as a memorandum of agreement.

9. FORCE MAJEURE: If circumstances beyond the reasonable control of either party occur which risk delay or failure of performance of this agreement, the other party must be notified at the earliest available opportunity. In extreme circumstances whereby this contract becomes frustrated and/or neither party can progress or reasonably deliver their service, no further payments will be received and a refund will be issued less the cost of services already rendered to you. Neither party shall be in any way liable for any further claims, loss or damage to each other and/or any suppliers, trades or third parties that may be affected or integral to the contract.

10. WEDDING INSURANCE: We strongly recommend that wedding insurance be taken out at the time of booking to cover unforeseen circumstances such as costs arising from postponement, supplier failure etc. Please provide us with a copy of your insurance cover as soon as you have purchased your insurance policy.

11. SUPPLIERS: We have a recommended list of suppliers who we love to work with due to their professionalism, talent and downright nice-ness. Other suppliers may be chosen by you although costs may be incurred in order to facilitate their performance at Pentillie e.g. if they request on site meetings beyond our delivery to you.

All suppliers must provide us with a valid copy of their public liability insurance up to £5m, valid PAT certificates for all electrical equipment brought into the premises and any special licences that are required to run their activity. Policies must be valid for your period of hire. Copies will be requested, checked and held on file.

We reserve the right to charge a fee to obtain this information if it is not provided in a timely fashion. Pentillie can accept no liability whatsoever for services offered by external suppliers.

External professional caterers other than those expressly recommended by Pentillie, are permitted only with advance written authorisation by Pentillie. Caterers not listed on our recommended suppliers list are not required to pay commission for using our facilities however, an administrative fee of £250.00 will be charged to you for the pre-site visit, induction, understanding of facilities and expectations and administration for a new caterer. All caterers must provide valid food hygiene certificates, public liability insurance and valid PAT certificates for any electrical equipment brought with them. External caterers should have provision for safe storage and service of food including refrigeration facilities. Pentillie Castle accepts no liability should any guest fall ill with a food-related illness whilst a third party is responsible for the catering.

12. ACCESS: Pre-wedding meetings with our wedding coordinator and/or any other supplier will be subject to other bookings at Pentillie and must be arranged in advance. All suppliers must deliver and collect equipment during your period of hire, unless agreed otherwise, charges may apply.

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13. EXTENSION OF HIRE: We understand that some decorations and marquees take longer to erect than a day so please do call to discuss your particular arrangements. We may need to charge an additional fee if a marquee cannot be erected and removed within your hire period as the property cannot be re-let for exclusive hire with your marquee in the garden. Additional nights may be booked depending on availability.

14. REGISTRARS or CEREMONY OFFICIENTS must be organised, paid and confirmed by you at the point of booking.

15. CATERING: Pentillie is provided on a self-catered basis. We work with some excellent local caterers who will be able to offer catering wholly or partially as required. Basic supplies e.g. teas and coffees, condiments etc. will be left for your enjoyment on arrival.

Caterers will require use of both kitchens for any catered meal service therefore, you must ensure that all surfaces, dishwashers are empty and clear prior to your caterer's arrival. Pentillie and/or the caterers reserve the right to charge for additional cleaning time should it be required.

16. ALCOHOL & CORKAGE: Pentillie offer drinks packages for your reception drinks, table wines and toast drinks. We can assist with matching wines from our wine list to your menu and advise on choices of reception drinks, design bespoke cocktails, or just serve excellent local ales and cider.

If you wish to provide your own alcohol during your wedding, an alcohol handling fee (corkage) will apply. Providing your own alcohol during any self-catered periods (residential guests only), there would be no corkage fee. Our bar will continue with exclusive drinks service once your wedding breakfast is complete. We will not permit any drinking of your own alcohol beyond this point and we reserve the right to confiscate any alcohol not purchased from Pentillie during this time. This will be returned the following day.

17. BAR: We provide a licensed, fully stocked & staffed bar for the duration of your wedding that will be opened immediately following your ceremony, or later if you prefer. Last orders will be at 11.45pm. A minimum spend of £500 (or £15 per person if greater) is required, any shortfall will be invoiced within 14 days of your wedding. Beyond the wedding breakfast meal, our bar will take over drink service exclusively. Pentillie reserves the right to confiscate any alcohol not purchased from Pentillie during your wedding reception, it will be returned after the wedding day.

18. LICENCES: If an event is planned on a day other than your Wedding Day whereby food will be served, alcohol will be consumed or music will be played we reserve the right to charge an additional fee to ensure that the conditions of our licences are upheld. **Please do not take these restrictions lightly** as they form part of the Licensing Act 2003, and may result in forfeit of your damages deposit if they are ignored.

19. MUSIC: Music may be played outside the castle during ceremonies and receptions but it must not be amplified in anyway. At all other times, music must be kept within the castle, windows and shutters kept closed where music is being played, and speakers placed away from windows. Amplifiers and Speakers may not be brought into the castle by yourselves. Your DJ/Band must supply them and remove them from the premises at the end of their performance. All such equipment must have valid PAT certificates. **Entertainment must routinely stop at 11.45, with live bands finishing at 11.15pm.** Please ensure that your entertainment is covered by our premises licence, and they understand the limitations of our licence prior to booking. We reserve the right to refuse any entertainers not specifically agreed to by us prior to your event – this may affect you if an agency substitutes an alternative entertainer at the last minute. We politely ask that bands do not exceed 4 members. Noise levels must not exceed 90 decibels. We reserve the right for a member of Pentillie staff to monitor decibel levels during your function, and to be on site to ensure that the conditions of our premises licence are adhered to.

20. NON-RESIDENT GUESTS: We request that all non-resident guests depart by 12.30am. We suggest noting this time on your wedding invitation, and providing a list of local taxi firms to your guests in advance - last minute taxis are usually unavailable.

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21. FIREWORKS & LANTERNS: Fireworks may only be arranged with Celebration Pyrotechnics, and with a minimum of one month's notice of the planned display. You should take particular care to ensure that your guests do not organise a surprise display. We reserve the right to prevent unauthorised (surprise) fireworks from going ahead at no cost to us. Chinese lanterns are strictly prohibited. Disregard of this condition will result in the forfeit of your entire damages deposit. There are animals within close proximity to the castle, to whom fireworks cause major disruption. Chinese lanterns pose a risk to crops, woodland, animals, aviation and disruption to the emergency services. Sparklers are permitted outside and must be disposed of in sand or water buckets after use.

22. PENTILLIE FIXTURES, FITTINGS, FURNITURE AND PAINTINGS: Should not be moved, covered or tampered with in any way. You will be liable for any damage that may be caused by you, your guests, suppliers and agents if this is not adhered to.

23. CONFETTI is permitted outside only and must be real petals or bubbles only. Use of any other type of confetti is prohibited and will result in a cleaning charge of £50.

24. DECORATIONS: Should be removed when you leave Pentillie including flowers. We reserve the right to deduct a reasonable hourly rate from your damages deposit if our team members have to remove your decorations for you. No fixtures may be put into the fabric of Pentillie without prior written permission.

25. CANDLES may be used in sturdy candle holders only. Candles may not be lit indoors apart from in locations previously agreed by Pentillie staff, and not in any circumstances on mantelpieces beneath mirrors or paintings.

26. GIFTS brought to the reception will be placed on a designated table unless we are instructed otherwise. We cannot take responsibility for wedding gifts

27. CAR CHARGING: Guests may charge their cars at the dedicated EV charging points in the main courtyard at a cost of £30 per vehicle for a full charge. Charging electric vehicles via a 13A socket is strictly prohibited - this has significant safety, security and fire risk issues which affect our insurance.

28. CARS & PARKING: All cars and vehicles must be driven at no more than 20mph on the estate and are parked at your own risk. Cars should be parked neatly in designated spaces. Pentillie Castle and Estate does not accept any responsibility for damage to or theft from or theft of vehicles parked on estate grounds. Keys to any cars left overnight by non-resident guests must be left at the Pentillie Castle office. Any vehicle left on the premises overnight must be removed by 10am the following day.

29. CHILDREN are welcome at Pentillie Castle and should be accompanied at all times, particularly near the pond, swimming pool, river & through road. Parents/Guardians are wholly responsible for the safety and actions of their child/children whilst at Pentillie Castle.

30. PETS: Well behaved dogs can be accommodated on request in the Warren, Howard and Kitson bedrooms or the boot room at a charge of £30.00 per dog. A maximum of two dogs are permitted per allocated room OR a maximum of four dogs in the castle as a whole. Pets are not permitted into any of the other bedrooms, on the beds or furniture. Pets are welcome to join you in both reception rooms, and the Aga kitchen, but are not permitted on the sofas or furniture. Pets are not permitted in the commercial kitchen. All dogs must be walked on leads throughout the gardens and surrounding grounds.

31. SWIMMING POOL: The swimming pool is available from April through until end of September. It is solar heated therefore Pentillie can accept no guarantee for the temperature thereof, unless heating has been specifically requested and paid for. ALL guests must sign a disclaimer before using the pool to ensure guest safety as it is not monitored. Children must be supervised at all times, and the door kept locked when not in use. Swimming towels are provided for your use. The pool will be locked from an hour before your wedding or function on the day itself to avoid drunken mishaps in the pool. Glass and crockery must not be used in the pool area.

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- 32. CLEANING:** Like all self-catering properties we ask that the castle be left as clean and tidy as you find it within reason. We reserve the right to charge for any cleaning over and above that expected following a celebration.
- 33. SMOKING, VAPING & E-CIGARETTES:** All forms of smoking are strictly prohibited within the castle and estate buildings. All smoking is restricted to outside the castle. Sand buckets are provided for butts. Extra cleaning charges will be made if necessary.
- 34. TEAM PENTILLIE** will arrange to meet with you at various stages of the planning process to run through your wedding plans, to ensure your timings and placements will work within the confines of Pentillie Castle, and that both parties are fully aware of each other's expectations in order to facilitate the best day of your lives. We will require a list of your suppliers and will coordinate detailed timings together to ensure that everything runs smoothly. We will arrange to meet with you the day prior to your wedding to run through the final itinerary. We will also be present on your wedding day to ensure that everything runs to plan. While we will do all we can to facilitate a fabulous day, and stay at Pentillie, our team are not here to tidy up after you unless expressly hired to do so.
- 35. PERSONAL INJURY:** Guests should be aware of the through road in front of the Castle entrance/gates, and be aware that the roads are used by estate and farm traffic. Please observe the speed limit and drive with consideration. Guests are reminded of the steep and terraced nature of the grounds at Pentillie. Due to the age & nature of the property & woodland gardens, stairs, walkways and walls may be uneven, low and slippery. Please inform us immediately if you spot a hazard that we may not have noticed.
- 36. RIVER TAMAR & SAWMILL POND:** Guests should be aware of the tidal nature of the river. The tide floods and ebbs at up to 8 knots and can be very dangerous. No-one should venture on to the muddy banks. Children should be made aware of the dangers of the water AND must be accompanied at all times. A lifebuoy and throwline are available on the Quay, and beside the pond should someone get into difficulty in the water.
- 37. LOSS OF PROPERTY:** We cannot be held responsible for the loss of any property at Pentillie Castle. Security cameras are recording the exterior of the premises 24 hours.
- 38. RIGHT OF ENTRY:** We reserve the right to enter the property at any reasonable time for inspection purposes and/or to carry out necessary repairs or maintenance.
- 39. COMPLAINTS & FEEDBACK:** Any complaints should be made to the on-site manager, member of Pentillie staff or member of the Coryton family as soon as they arise. All feedback (good and bad) is welcome.
- 40. PRIVACY POLICY:** Information on our privacy policy and how we store your data can be viewed at:
<https://www.pentillie.co.uk/pentillie-castle-privacy-policy/>

Pentillie Castle reserves the right to update or change the terms and conditions within reason and without prior notice in order to comply with both local council considerations and matters relating to health and safety. Oct 2023

<i>By signing & initialing this document, you agree to adhere to all of our Terms and Conditions as noted herein:</i>			
Contact 1 Printed Name		Date signed:	
Contact 1 Signature			
Contact 2 Printed Name		Date signed:	
Contact 2 Signature			