



## Frequently Asked Questions

Below you'll find the most frequently asked questions, however if there's anything particular we haven't covered here then don't hesitate to ask and we'll be happy to help.

### **How do we find you?**

We are just a few moments from the A303 and the A343 (joining to the A34). We are also less than 2.5 miles from Andover Rail Station which has frequent trains to London Waterloo.

### **Is there anywhere guests can go beforehand, if they would like a drink or bite to eat?**

We highly recommend The White Hart in Penton Mewsey, where guests can enjoy lunch and drinks before they come up to Penton Park. There are several other great pubs within a few miles, If you visit "Make a Weekend of It" on our website you'll see direct links to all of our recommendations.

### **We want to have a cash bar. Do you take card?**

No problem, we take cash and card (including, contactless, ApplePay and Amex)

### **Can guests smoke?**

Yes, in the allocated smoking area which is lit by bamboo lanterns and fire pit after dark.

### **Lots of our guests will be in high heels. Do you have protectors?**

That's a great question. Yes, we do. These are included in the package price and must be worn by anyone with a heel smaller than a 5 pence piece in diameter (to protect our antique floors).

### **Can we use our own suppliers?**

Yes, absolutely, providing we have met and approved them. If you would like to choose your own caterer you absolutely may do so – we just ask for a waiver fee of £1000 inc VAT.

### **Do you have a civil ceremony license?**

Yes we are licensed for a maximum of 85 in our Ballroom, smaller more intimate ceremonies can be carried out in our Drawing Room, licensed for 70. Or for the truly intimate setting the Sitting Room is licensed for just 25.

If you are looking to have an outdoor ceremony then we have two areas to choose from, our Wisteria covered Gazebo and the Grand Portico under the Corinthian Columns.

# PENTON PARK

## **What about candles and naked flames, can we have these in the house?**

Yes these are permitted and they look great in the setting of the house. In fact, we will have our own candelabras lit after dark, and always light the flaming lanterns on the driveway at dusk.

## **Can our suppliers visit before the day?**

Yes, we welcome visits by suppliers in advance of the celebrations, we can also accommodate evening and weekend visits by appointment.

## **If it's cold, can we light the fires?**

The Main Hallway, Small Sitting Room and Ballroom all have working fireplaces which are lit for winter events – a key part of any Penton Park experience.

## **What about fireworks and Chinese Lanterns in the grounds after dark?**

We are sorry but we prohibit the use of these as we are surrounded by horse riding yards, and thatched cottages which present a big fire risk.

## **What is the temperature like inside Penton Park?**

In winter we keep the house toasty warm with our newly renovated central heating, plus several roaring log fires. In summer we throw open the doors and French windows so the house stays nice and cool and flooded with sunlight.

## **When can we access the property for set up and clear up?**

Access for set up is from 9am to 2pm on the Friday before your wedding. After you depart on the evening of your wedding, we will clear up the whole house and collate all of your belongings to one central point for you to collect them from on Sunday.

## **Can we stay overnight at Penton Park?**

I'm afraid we don't offer accommodation on site, but there is a wealth of options available within easy reach. Visit our website and the "Accommodation" page for up-to-date information and direct website links.

We have 350 beds within a 20-mile radius of Penton Park so there is a fabulous choice for your guests.

## **Can we bring our own DJ?**

Yes, absolutely no problem, or we can recommend one for you if needed.

# PENTON PARK

## **Are live bands permitted?**

Absolutely, although they must provide copies of appropriate licences, insurances and evidence that PAT tested equipment in place. We also ask that drums are not amplified to abide by our licensing rules.

## **Are there any entertainment restrictions?**

We do ask all entertainers to adhere to a 90-decibel sound limit, you should find this is more than sufficient for full enjoyment of the music, yet you can still be heard at the bar. Whilst we have a sound limit, we do not have a sound restrictor, so the music never goes out unexpectedly! Unfortunately, we cannot allow smoke machines as these set off the fire alarms.

## **What about parking?**

Onsite parking spaces are available for your guests. We encourage car sharing, taxi and coach facilities where possible and can help arrange these if required.

## **Taxis and Chauffeurs**

Andover 1-2-call: 01264 312 602

Dales Private Hire: 01264 333 455

Spire Travel: 03333 442 700

Please also visit our website and “Recommended Suppliers” for additional recommendations

## **Is confetti permitted?**

Yes, but only natural flower petals, or biodegradable options.

## **Do we need to pay a damages deposit?**

We ask for a £1,000 damages deposit, this can be paid by BACs with your last instalment and will be refunded assuming there are no damages or breakages to the property during your event. Alternatively you can provide a cheque for this amount which we will hold.

## **What time do you close?**

As much as we'd love the celebrations to never end, there does have to be a cut off time. In line with our licensing restrictions the last drinks are served at 11.30pm, the last dance is at 11.45pm and carriages are at midnight.

**We hope that has extensively covered almost all of the questions you might be considering when reviewing venues, however should you wish to check anything further please don't hesitate to contact us directly.**