

## **Ardoch Loch Lomond - Frequently asked questions about weddings**

### **Is Ardoch an exclusive use venue?**

Yes, Ardoch Loch Lomond is an exclusive-use venue with no public access. It is privately owned by the charity CHAS (Children's Hospices Across Scotland), and all our profit goes back to CHAS. You will be the only group using our venue and grounds during the duration of your stay. You have full access to all function spaces and our 18 bedrooms. Ardoch is flexible and we will assist you to plan your wedding and use our spaces how you want.

### **Do you provide any assistance with planning?**

Absolutely we do! We will help you from a venue provider perspective and provide you with our recommended supplier list, however, you are responsible for booking and paying for all your suppliers directly.

### **How many guests can you accommodate?**

From April to September, the venue can accommodate a maximum of 100 guests - split between up to 74-day guests and the rest evening-only guests. For October to March, it is a maximum of 50-day guests.

### **What if we want more than 100 guests?**

We can accommodate a maximum of 120 guests between April and September, but you will need to hire a marquee on the lawn. Please ask for more information.

### **Do you have any staff to look after us?**

Yes, we have a full team of staff onsite to run your event and staff the bar. Your chosen caterer will provide chefs and waiting staff.

### **Does Ardoch have any accommodation?**

Yes, we have 18 bedrooms sleeping a maximum of 33 guests. This is the maximum number we can sleep on-site and includes children. We do not have any additional beds. 11 of our bedrooms can be split into twin rooms. 3 of our bedrooms are singles.

### **What time do we gain access and when do we have to leave?**

Your party has access from 3 pm, but we encourage the Bride and Groom to arrive an hour before your guests, so advise guests check-in is from 4 pm. Departure is at 11 am and we ask that the hosts are last to leave to ensure all guests have departed, left their room keys and requirements are complete.

### **Do we need to take all the rooms?**

Yes. Ardoch is not a hotel and rooms are never available to the public or on an individual basis, they are all provided as part of the venue hire and are for you to allocate to guests as you wish.

### **Are all the bedrooms ensuite?**

Yes, all bedrooms are ensuite, so guests do not have to share.

### **How do guests book their rooms?**

Guests cannot book rooms directly with us, all rooms are allocated by you. You will complete a bedroom allocation form provided by us.

### **Do guests pay for their rooms?**

If you want them to. Our venue hire fees include all 18 bedrooms so they are paid for as a part of your account but you can charge guests for their room if you wish, and you can decide how much to charge. This agreement is between you and your guests.

### **Do we have to take the 2-day package?**

Unless one is available by itself a Saturday is always sold as a two-day weekend (arrive Friday/depart Sunday) and a Friday is the same (arrive Thursday / depart Saturday) otherwise smaller events midweek may only require one day. However, we would suggest you consider the merit of a two-day hire particularly where there are large numbers as we do not offer bedrooms on an individual basis for the night before, a single day means everyone, including the bridal party

and suppliers, would only be able to arrive at 11 am at the earliest on the Wedding Day and we do not feel this offers an efficient and relaxing start to such an important day so would not recommend this.

#### **Do you provide any catering?**

A full Scottish breakfast is included for your resident guests on Saturday and Sunday mornings. Catering for the Friday evening and the wedding meal will be organized directly by you with one of our recommended external caterers. This gives you the flexibility to choose your type of food, and work to your budget.

#### **Can we self-cater at Ardoch?**

No, sorry our kitchen is designed for commercial use so self-catering is not something we can offer to our clients. All catering must be provided by a certified external catering company.

#### **Do you cater to dietary requirements?**

Yes, all guest's dietary requirements can be met, but you must tell the venue and caterer a minimum of 4 weeks before your wedding date.

#### **Can we bring our drinks?**

I am afraid not, Ardoch is a fully licensed venue and provides a wide range of drinks during service hours. For the avoidance of doubt, Ardoch is not a self-catering venue and it is therefore not permitted to bring alcohol onto the premises which has not been purchased at Ardoch. Kindly note that any guests attempting to bring alcohol onto the premises may be refused entry. We also do not offer corkage.

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

11 am until midnight. Last orders will be called at 11.30 pm and close at 11.45 pm, with 15 minutes of drinking up time. All non-resident guests are required to leave the premises by midnight.

#### **What are the toilet arrangements for large numbers?**

All resident guests have their own ensuite facilities and there are 3 unisex public toilets. We recommend for more than 74 guests you hire additional toilets for the comfort of your non-resident guests.

#### **Is there disabled access?**

Yes. All the main rooms in the venue are on the same level and are wheelchair accessible. The Drawing Room can be accessed by a wheelchair lift. There is one fully accessible bedroom in the main building barn bedrooms. Depending on the access required we will discuss your ceremony location with you, as it may not be possible to use our lawn, but we have other options for you.

#### **Do you have any restrictions on the suppliers we use?**

No, suppliers are entirely your choice. We will provide a list of recommended suppliers who we work with regularly and know our venue. Supplier access is from 3 pm on Friday, but we asked that you give us arrival times for all suppliers throughout the weekend. All items must be collected/removed from the venue on Sunday before 11 am. Ardoch cannot store any items before or after your arranged hire times.

#### **Can we bring our dog?**

Yes, absolutely! Many of our couples bring their fur baby to be part of their special day! There is a charge of £20 per dog, and any additional cleaning or repairs required as a result of them will be chargeable, possibly retrospectively. All we ask is that as we are surrounded by farmland that may have cattle or other wildlife, you keep your dog on a lead where necessary, and don't leave the dog unattended. Please be considerate, pick up any dog mess, and place it in the appropriate bin advised by staff.

#### **What happens if we have to postpone or cancel our wedding?**

Your deposit is non-refundable and non-transferable. We will hold your date for 7 days to allow you to check if it is suitable for you. After which you will need to pay a deposit and sign a contract. Our full cancellation policy will be outlined in the T&Cs. We strongly advise you take out wedding insurance to cover any eventuality.

#### **Are there different costs at different times of the year?**

We offer standard non-negotiable rates for weekend weddings in our peak months from May to September. We are, however, happy to discuss a reduction for mid-week, or off-peak dates.

#### **Can we come and see Ardoch for ourselves?**

Of course, this would be the next step and we would be delighted to meet you. Viewing is by appointment only, please call or email us to arrange a viewing.