



# Elmore Court

ENGLAND

July 2020

## FAQs – For the time of Corona.

### **Q. Will we be charged a postponement fee?**

If you work with us and wait until at least 2 months in advance of your date (as per emails we have sent) then there will be no fees for moving dates. Otherwise we will refer to the terms and conditions (namely clauses 13 and 14).

### **Q. What will happen if my original suppliers are not able to switch to a new date?**

Clearly this is a major issue as when you move it might not be possible to move all your suppliers across with you. However, we can recommend alternative suppliers that hopefully will be free or can look at dates further into the future when there will likely be more availability for the suppliers you have now.

### **Q. What will happen if churches or registration service are not able to marry us on our new date?**

Gloucestershire registration office is taking bookings in 2021 and beyond and are doing their absolute best to provide everyone with new appointments. We expect the churches to open in line with venues such as ours and so we think this is a problem that is unlikely to be an issue. If it is then we would ask to look at other ways to have your celebration and do our best to find a solution.

### **Q. What if I want to postpone my wedding now and it is more than 2 months from now?**

If your wedding is 6 months and more from now you can postpone your wedding in accordance with our contract; see clause 13 for how that works. If you want to between 2 and 6 months, then the only way is to cancel (as per clause 14) and then rebook.

### **Q. What happens if you are able to operate but have an imposed cap on numbers or other restrictions?**

We realise this is one of the big worries people have and puts us all in a terribly tricky situation. We would still be able to open and as a result are able provide Elmore Court to you on that date. Let's hope this is not an issue we have to face and if it is then we can work something out. We have been using the time we're closed to make improvements with this in mind and have been actively looking for solutions.

**Q. I want to cancel completely and would like my money back. What are you going to do?**

Our refund policy is outlined in our terms and conditions though to summarise the only time where we are liable to refund entirely is if we can't delay or postpone our services to you having not been able to operate as a result of events beyond our reasonable control (ie government closure or pandemic). Your wedding insurance might be helpful here and our asking you take that out in our terms is partly to protect both you and us in unexpected circumstances like these. We don't want to head into litigious territory with you and so the best thing is to speak to us so we can try and work something out that is fair and reasonable. We hope of course you won't cancel and point out that availability in the future is in short supply across the sector.

**Q. Who should I contact if I have any questions regarding my wedding date?**

Some of the core team have been furloughed so as a result, you may not hear back from your assigned coordinator. Don't panic though, Adele and Kat are both manning the general inbox, so any questions or queries that you may have, can be directed towards them at [life@elmorcourt.com](mailto:life@elmorcourt.com). Anselm is fully engaged and being helpful too!

**Q. Will I have the same wedding planner?**

We will do our best to make that so but cannot guarantee it due to the nature of the diaries being moved about so much. We are here as a team and your original wedding co-ordinator won't be far away if we can't make it work.

**Q. Will the menu and drinks prices change on my new date?**

We will do our best to ensure they don't. There was already a chance that due to market forces beyond our control food and drink prices might need to change but that issue is one already outlined in clause 5.8 of the terms and conditions.

**Q. What will the price change be on my venue hire? How is this processed?**

The venue hire price will now be the venue hire price that it should be according to our current brochure. i.e. it will increase or decrease in line with that. Any difference will be credited or debited off future invoices. This is a different approach to that that we applied to the first swathe of postponements.

**Q. Will my menu need to change if I am getting married in a different season?**

No, it would not if you want to keep things as they are. Some items might be tricky, but we would speak to you about those on a case by case basis.

**Q. What if I move dates, things improve, and I want to move back to my original date?**

If you have moved from a date 8 weeks or less from now, then we will not have arranged anything in place of your original date and so it will still be available. For those who moved 6 months and more from now then this will not apply though if your original date is still available then of course we will make that so within the terms outlined in your contract.

**Q. When will we be invoiced for 50% of venue hire, accommodation and food and drink and how is that going work?**

Invoicing will all happen in advance of the event and as close to the published timeline as normal. We would do that according to what date is currently booked.

**Q. What if we have already paid an invoice that would not normally have been paid at this point. Would we be refunded that?**

Under normal circumstances no it wouldn't. There is a cashflow risk to the business if it were and we are not under obligation to do so. However, we would look at where we are and if we can we will do our best as realise what that might mean for some.

**Q. What if we don't know minimum numbers for the food and drink invoicing?**

The first 50% of food and drink invoice will be based on your minimum expected requirements at that point. We can finalise things the closer we get to the event.

**Q. What if my terms and conditions say I have minimum numbers and would be charged if I don't meet them?**

We will not be making those charges if there are limitations placed on us, your ability for your guests to get here has been affected or because guests are at risk and therefore cannot attend. If, however we are out of all of this then normal rule will apply.

**Q. Will I still have a tasting??**

Yes, you will! We will be in contact as normal and in advance to arrange.

**Q. How secure is your business? Are you likely to go bust and could I lose my money that way?**

The business is run as sole a trader and as such there is no limited liability in place... Essentially all the assets of the estate are linked to the business and even though part of the reason the business exists is to hold onto property it does mean that all our couple and clients are totally secure. Elmore Court has been in the same family for nearly 750 years and has seen worse things happen and come through it. You'll be fine.

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