



# Elmore Court

ENGLAND

November 2020  
(v5)

## **FAQs – For the time of Corona**

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

If you work with us and wait until at least 3 months in advance of your date, 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 if I want to postpone my wedding now and it is more than 3 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 3 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. We hope that everyone recognises the fact we're all having to make compromises. We would be open to talking about a new micro wedding option if restrictions are particularly harsh where there would be saving to be made for you. Please read on in the document for more...

**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?**

We have had to make some redundancies very sadly but Adele, Katrina, Leesa and Rachel are all around. There's been some furloughing and as a result if you have been assigned a particular co-ordinator, she might not be available. Don't panic though! We are super tight team and any questions or queries you may have, can be directed towards us at [life@elmorecourt.com](mailto:life@elmorecourt.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 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.

**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?**

Certainly, if your original date is still available. Normal contractual mechanisms would apply.

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

This would all happen in the same timeline as normal. As we are opening up the conversation as to what to do 3 months in advance this is around the time that invoicing happens.

**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. What is the micro-wedding offer?**

This is entirely at our discretion and doesn't change the existing contracts we have. It is not an automatic thing that will happen. It would only be offered if there are government restrictions on numbers (50 or below) when we get to the 3-month point where we would talk about postponement.

The venue and accommodation charges could be re-priced as per this set of guidelines:

The venue hire (Elmore Court less ALL bedrooms) calculated as a multiple of the number of people (including children) at the wedding at £100.00 (inc. VAT) per person. So, if 15 people then hire fee is £1500.00, if 30 then £3000.00 and so on. This would be capped at 50 people or when the venue fee matches the venue only price in the original contract. It would not include an overnight stay.

Rooms (including a bridal suite) would be additional. A minimum of 8 rooms would need to be booked in the house and you can pick whichever ones you would like. They would all be charged at £170.00 (inc. VAT) each. Full breakfast would be included.

The Coach House for the night before would not be automatically included. If you would like to book it then it would be charged at £350.00 (inc. VAT).  
All other food and drink would be charged in addition and in line with our current menus.

**Q. If I go with a micro wedding and the restriction are lifted would have to revert to my original contract?**

It would revert to your original contract IF YOU decided to increase numbers. So, for example, if restrictions were 15 when you decided to take this offer and by the time your event happened there were none, we would honour this if only 15 people attended. But if you decided to invite more people then precisely the same mechanism would work as outlined above.

**Q. Can I do both? Postpone and have a micro wedding?**

Yes of course. We would love that.

**Q. If I am not already a client of yours and would like to book a new micro wedding in the next 3 months, could I?**

Yes, that would be lovely.

**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.

