HELLENS

Frequently Asked Questions

Can we have a civil wedding? Yes. We are licensed for 100 guests at Hellens. This can be in the grounds or the Great Barn.

Who is the local registrar? The Herefordshire Registration Service Ceremony Coordinator can be contacted on: Tel: 01452 425060 www.herefordshire.gov.uk

Can we have a church wedding? Yes. There are many beautiful churches local to Hellens, St Bartholomew's in Much Marcle is in walking distance. If you choose to get married in a church, you can still use Hellens as the venue for your reception, wedding breakfast and evening party.

Can we get married on the grounds at Hellens? Yes. The grounds and gardens are beautiful at Hellens with a variety of spaces to choose from. Please note you will need to hire your own garden chairs or benches for an outside/garden wedding ceremony and arrange to have them delivered, positioned and taken away on the day of the wedding if it is during open season.

What is your closing time? The bar is open until 11.30pm. Carriages for guests should be organised for 11.45. There are only a few taxi services in Ledbury and Ross, so it's essential you book well in advance.

What is the dining capacity? The Great Barn will accommodate up to 100 people.

Can we invite additional evening guests? There is room for an additional 40 guests for your evening celebrations.

Do you have on-site accommodation? We can provide accommodation in the Georgian Stables which sleeps 16 in 3 doubles, 7 singles and 1 triple room.

How soon before our wedding can we set up? The Great Barn is available to you the day before to set everything up.

What do we do about music? Our own sound system works well for music during the ceremony or the wedding breakfast. If you want something louder for the evening reception then we can clear a space after the wedding breakfast for a DJ or live band plus plenty of room for dancing. Our licence permits music until 11.30pm.

Can we bring our own flowers & decorations? The Great Barn is effectively a blank canvas and looks stunning as it is. You are welcome to personalise it with flowers, props, lights,

bunting, decorations, etc. We can provide advice and guidance on sustainable alternatives to plastics. We don't allow use of balloons, Chinese lanterns, sparklers or fireworks.

Are there catering facilities? We have a catering kitchen, equipped with a large gas cooker, warming oven, 2 freezers, 2 fridges and a Lincat boiler. If you are holding your ceremony in the barn, your caterer should be aware that noise can carry from the kitchen.

Can we bring our own wine? We have a reasonably priced wine list to choose from. If you prefer, you may supply your own wines and champagne for the wedding breakfast for which there will be a corkage charge of £6 per person. We can suggest local suppliers and producers such as Greggs Pitt, Westons, Wye Valley brewery, Three Choirs vineyard and Ledbury real ale.

Can we use our own caterers? We have a list of approved caterers for your wedding. If you wish to use a different caterer we will work with you to ensure that they meet our standards for food that is sustainably, ethically, and locally produced.
All food, cutlery and crockery must be cleared away on the night of the wedding and the barn and haywain emptied of food and catering equipment by 1pm on the day following the wedding.
Your catering company will need to provide us with their public liability insurance a month before your wedding. If you are providing your own catering through family and friends please ensure you have enough helpers to serve food, clear everything away and wash up if necessary on the night of the wedding.

Can we change details after we have booked our date? We understand that plans and numbers can change and we will work closely with you to accommodate any changes, we will discuss with you if any requests are beyond our capacity of these will incur additional costs.

Is there a bar? The Haywain is a beautiful barn adjacent to the Great Barn and is fully licensed. Hellens holds the license for the bar and our staff will run this. The bar closes at 11.30pm. Apart from table wines and welcome drinks (subject to corkage) drinks not supplied by Hellens cannot be consumed by guests. We follow the 'Look 25' approach and will ask those who look under 25 years for proof of age.

Can I provide a free bar for evening guests? We discourage giving away free drinks into the evening, preferring you to take the option of a paid bar, run by the Hellens team. This reduces the risk of disorderly behaviour and provides an income for Hellens charity. Excessive drinking and any drug taking at Hellens will not be tolerated and those involved will be asked to leave.

Can we provide party games for our guests? Yes, many couples bring games to play in the grounds and gardens such as hoop games and croquet. Mobile photo booths are also popular, however we don't allow bouncy castles or inflatables.

Car Parking space for you and your wedding guests' vehicles, which are left at your own risk.

Is Hellens dog friendly? Pets are very welcome. For their sake, and for the sake of our donkeys, we do not permit the use of fireworks or confetti cannons. Dogs need to be on leads at all times in the grounds. They can run free in the meadow.

What are your terms and conditions? Your booking is confirmed on receipt of a non-refundable deposit of 20% of the total fee. The full balance should be paid two months before the event. There is a cancellation fee of 50% should you cancel within the two months and up to one month of the event. 25% refund should you cancel within one month of the event. An additional £500 deposit to cover any damages should be paid 30 days before the event.

Why should we choose Hellens for our big day? Hellens is an historic English manor house, one of the oldest in the country. This, combined with the rustic charm of the Great Barn and splendid gardens, makes it a unique venue for your wedding. The space at Hellens is exclusively yours on your wedding day. Our friendly, supportive and experienced staff will help you plan the best day we can offer.

We will work with you to ensure that the decisions you make on each aspect of your wedding take into consideration the impact on Hellens, its wider community, and the planet. We will help you find choices that are sustainable and ethical.