



Your wedding at Pengenna Manor

Pirate FM Voucher Deal

We like to think we run a relaxed and hassle free set up and your needs and requirements always come first. However for your protection, security and safety, and that of your guests and suppliers, there are a few rules, terms and conditions that we would ask you to read carefully, and agree to and adhere to, to ensure that everyone has a great time. It may look like an awful lot of reading but it's all important stuff so please go through it carefully! We would hate for you to be disappointed in any way with something as special as your wedding day.

Terms & Conditions

Exclusively Yours

Exclusive hire includes use of the Bridal Cloakroom inside the Manor, the gardens immediately in front of it, the Ha-ha Terrace adjacent to it, the Cowyard Barn and its adjacent yard, the Marquee Garden, the Ceremony Garden, the area of the old farm yard, the meadows in the valley below the house, all necessary car parking and required access for services and suppliers. Access to the Manor's main woodland is available on request, and access and use of the wider 300 acre estate owned by the family can be negotiated on request. Use of the Bridal Suite to get ready is also included within the Pirate FM offer, but this room is only available before the wedding ceremony, not for use by anybody for the rest of the wedding day. If you have added the accommodation at the Manor to your booking then the whole house including the Drawing Room, Dining Room, kitchen, utility room, 5 bedrooms sleeping 10 guests (including the Bridal Suite), and 3 bathrooms, are yours to use as you wish for the entire weekend.

When we say exclusive hire that's exactly what we mean. As long as it's not dangerous or illegal the Manor is exclusively yours for you to use as you wish for the entire period of your hire.

If you want to install your own temporary swimming pool, build an ice-rink on the front lawn, wrap all the trees in thousands of fairy lights, or have your own fun fair we will always do our best to accommodate you! Bear in mind though that there are some restrictions imposed by Cornwall Council and the local environment around the Manor that mean some things (i.e. an all night festival of dance music or a firework display in the middle of the night) are just not possible.

Pengenna Manor is an ancient building with delicate fabric and also ultimately our family home, so we do ask you and your guests to treat it with the same respect that you would treat your own home. Both you and your guests must comply with all licensing, health and safety and other regulations relating to the Manor. We also ask that you leave the Manor promptly at the end of your period of hire and comply with any reasonable requests made by the management at Pengenna Manor at any time.

Periods of Hire

The period of your hire will depend on what you have booked the Manor for. If you have booked a wedding ceremony your period of hire covers from 9am to 5pm on the day of your ceremony. For a wedding reception (or wedding ceremony and reception) your period of hire covers 48 hours from 12pm the day before your wedding day to 12pm the day after your wedding day.

You can extend your period of hire for a wedding reception or for a wedding ceremony and reception by a further 24 hours until 12pm two days after your wedding for an additional fee.

Confirming your Booking

Bookings will be confirmed on receipt of the valid Pirate FM voucher, and once we have received a signed copy of our

Pengenna Manor



terms and conditions. We would also require 50% of the cost of any optional extras you'd like to add at this time which would be non-refundable.

A further 25% of the cost of any extras is then due 6 months before the date of your wedding. The final payment of 25% of any agreed extras is then due 1 month before your wedding.

The Pirate FM Voucher in conjunction with signed contracts and terms and conditions, secures your booking at Pengenna Manor, and is entirely non-refundable or transferable.

Once the booking is confirmed the date of the booking is fixed as agreed. We accept no obligation to change the date of the booking, but we may agree to do so, at our sole discretion, and not normally within a period of eight months before the booking date.

Payment

We accept payment by electronic BACS transfer into our nominated account only. Our bank details for making a payment are: Santander, Boscawen Street, Truro, Cornwall, account name: Pengenna Manor, sort code: 09-01-29, account number: 08945268. **We cannot accept cheques for payments of any kind.**

Damage Deposit

Any damages caused by guests are your responsibility and **we require a £1,000 damage deposit one month prior to your wedding date**. The damage deposit will be completely refunded within 14 days after your stay, unless any reductions are required for breakages, damage to buildings or the grounds, excessive clean-up required over and above what we would normally expect to encounter (such as staining to linen, flooring, furniture, paintings and walls), and also any breaches of these terms and conditions that results in costs to us.

VAT

We do not charge VAT at the present time, but **please note** that if we do meet the VAT threshold in the future we will be forced by HMRC to add the 20% VAT charge on top of our current prices, which would affect any future invoices to you.

Insurance

We require that you take out adequate wedding insurance to cover all costs arising from cancellation to protect both our interests. We require that you take out this insurance as soon as you book your wedding at Pengenna Manor. There are many valid specialist wedding insurers who can be found online. It is important to let the insurance company know exactly how long you will have the Manor for and if any of your suppliers are providing equipment before or after the period of exclusive hire. **We request that you provide us with a copy of this insurance cover.**

Cancellation Policy

To cancel a confirmed booking you need to send in a written cancellation letter. Due to the exclusive use of the premises, in the event that your booking or any part of it is cancelled or reduced less than 9 months prior to your arrival, you will still be liable for 100% of the total cost of your booking. Obviously the sooner we know about a total cancellation the better. If we can re-book the Manor for the same price as you booked it for then you would not be liable to pay the final payments. However if we could not re-book it then you would still be liable for the final payments.

If the cancellation is made more than 9 months before the start of the hire period, any monies paid will be refunded, less the non-refundable booking fee, without interest.

Under the Consumer Rights Act 2015 you have a 14 day cooling off period. This allows you to change your mind whatever the reason within 14 days of you signing this contract, ending at midnight 14 days after the signature date. Any monies paid to us will be refunded in full to you via the same method that you paid us. Once it is past midnight on the 14th day our standard cancellation terms outlined above will apply.

We will only cancel the booking if Pengenna Manor has to close in circumstances beyond its control. In such an event we



will refund any advance payment made, but will have no further liability to you. We reserve the right to cancel a booking if the client is more than 14 days in arrears with any payment. If you need to change the date of your wedding with us we are happy to move your booking if it is possible to do so, as long as you have given us more than 9 months notice in advance of your existing dates. Any amendments requested with less than 9 months notice will fall under the terms of cancellation outlined above. There will be a £100 administration fee for amending any booked dates.

Liability

Our liability will not exceed the total amount which you agree to pay us under this agreement. You will indemnify Pengenna Manor from all claims, loss or damage affecting Pengenna Manor, its employees or third parties caused by you, your guests, or agents under this agreement or otherwise. These terms and conditions form the contract for hire and contain the full terms of our contract and neither party relies on any other documents or oral statements.

Changes to the Manor or Grounds

We fully reserve the right to make changes to the design, content, decor, layout and structure of the Manor, and the design, layout and structure of any part of the grounds without prior notice to yourselves. If you wish to make amendments to your booking due to any changes we may make, or in extreme circumstances cancel your booking, the full terms of our cancellation policy (previous page) apply in full.

Force Majeure

Neither party shall have any liability under, or be deemed to be in breach of, this agreement for any delays or failures in performance of this agreement which result from circumstances beyond the reasonable control of that party. The party affected by such circumstances shall promptly notify the other party in writing when such circumstances cause a delay or failure in performance, and when they cease to do so.

Complaints and Feedback

In the hopefully very unlikely event that you should have a complaint these must be made to the on-site manager or a member of the family as soon as they arise. We will then do our utmost to set them right immediately if at all possible. No complaints will be entertained at the end of the hiring period, or after the guests have departed. On the other hand, any feedback you care to offer will be gratefully received – good or bad.

Use of Marquees (if applicable)

If you are having a marquee wedding reception at Pengenna the period of exclusive hire allows for a marquee to be erected two days before your wedding day and removed the day after the wedding. If you have hired the Manor over the weekend, marquees may be removed first thing on Monday, but not later than this.

We understand that some decorations and marquees take longer to erect than a day. Please do call to discuss your particular arrangements as we will always do our best to accommodate your requirements. We may need to extend the period of your hire either side of your booking if you have a particularly grand or complex design in mind, and there would be a fee for this due to the fact that the Manor cannot be re-let for exclusive hire with your marquee still in the garden.

Registration of Marriages (if applicable).

The availability and booking of the registrar must be confirmed and organised by yourselves. You should book the registrar as soon as you have confirmed you would like to book with us to avoid disappointment. Your point of contact should be with the Ceremonies Team at Cornwall Council.

To contact the Ceremonies Team, telephone the switchboard on 0300 1234 181. Tell the receptionist that you would like to book your wedding ceremony at Pengenna Manor and they will put you through to the Ceremonies Team if one of them is available. If not you can leave a message and they will come back to you within 72 hours.

All arrangements with the Ceremonies Team and the registrar are entirely the responsibility of the engaged couple, and it is vitally important that they complete all necessary matters within the time scales required by the Ceremonies Team and Registrar's Office, and to the Registrar's entire satisfaction. An important element of the procedure is the formal interviews of the bride and groom prior to the ceremony to check that details are unchanged; the registrar requires a private room to be set aside for 30 minutes prior to the ceremony with a table and two chairs: this normally takes place in the proprietors office.



Pengenna Manor accepts no responsibility for a refusal or failure on the part of the Registrar Service to carry out a marriage ceremony, and the hire of the Manor and obligations to complete the booking will remain unaffected.

It is also important to note that it is at the sole discretion of the Registrar on the day as to whether or not the ceremony can be held outdoors. If the weather is wet or windy, they may insist that the ceremony takes place indoors. Should this occur provision will be made to accommodate you and all of your guests either inside the Cowyard Barn, or inside the Manor in the Drawing Room (whichever you have chosen as your wet weather backup). If the weather is uncertain we can set up in both locations to give you every chance possible to marry where you want to, and decide together with the registrars before your guests are called to sit down.

As an alternative to being indoors in the Manor or Cowyard Barn, for an additional fee (£400 - £800) we can arrange for the front walled garden of the Manor to be covered by a clear see-through marquee to hold up to 150 guests seated and standing, and your ceremony can take place under the archway of the Manor's front door with your guests sat under the marquee looking in. Please discuss this with us now if this is something you would like us to explore, otherwise we will assume that you are happy with the Manor or Barn.

If you are holding a wedding ceremony at the Manor, no food or drink may be served in the area where your ceremony is to take place, up to one hour beforehand. This is laid down in statute by Cornwall Council as part of our licensing conditions.

Music for the Ceremony or Reception Background Music

Please note that regulations imposed by the Registrar prohibit the use of 'religious music' during a wedding ceremony. If in any doubt, please check directly with them.

Overnight Guests (if applicable)

If you have booked our accommodation inside the Manor a maximum of 10 guests (plus any children under 3) may be accommodated in the Manor at any one time on a self catering basis. If you have booked the accommodation at Watergate a maximum of 8 guests (plus any children under 3) may be accommodated at Watergate at any one time. Travel cots or blow-up mattresses for babies or small children (up to a maximum of four) will need to be brought with you. Extra guests can be accommodated in local hotels and bed and breakfast establishments, please see our recommended local accommodation list or contact us for further information. No extra guests may be accommodated on any floor or sofas at any time. Overnight guests are welcome to check in to their rooms / in to Watergate after 12pm on the day of their stay, and we would request that they have checked out by 12pm on the day of their departure.

There is no limit to the number of your wedding guests who can camp in our camping meadows below the Manor as long as it does not exceed the maximum number of guests who are attending your wedding. Special permission must be gained from the Proprietor for any additional guests who you would like to camp but for whatever reason won't be attending your wedding - e.g. nannies or babysitters who will be on site for childcare reasons.

Wedding Co-ordinator

We require all couples to meet with our own wedding co-ordinator (usually Richard) in advance of their wedding to ensure that everything runs smoothly on the day and that both Pengenna Manor and the couple are fully aware of each others expectations. We require a detailed list of your suppliers and timings in the weeks leading up to your wedding, in order that we can ensure that everything runs smoothly from our respect. We are happy to spend up to 10 hours with each couple or their suppliers, while planning their wedding day, and on the wedding day itself in helping to oversee things, but any time over and above this will be charged for at £30 per hour.

Should you wish to engage the services of a wedding planner to help you design and then run your entire wedding for you we can put you in touch with our highly recommended wedding planner Jenny Wren (www.jennywrenweddingsandevents.co.uk) based in Truro.

Visits Outside your Booking Period and Deliveries

Because Pengenna Manor is an exclusive use venue and also a private house visits to us must be by appointment only. We are happy to meet with you and/or your suppliers up to 3 times between your booking and your wedding. Unfortunately any additional visits will need to be charged for. Any deliveries (including catering equipment, food, drink, bars,



decorations, flowers etc) should be organised to arrive and be removed during your period of exclusive hire. Earlier deliveries may be able to be arranged by prior appointment. Marquees will normally be erected the day before your hire period starts and be taken down either on the afternoon that your hire ends or the next day, and this is perfectly acceptable.

Suppliers

We would request that where appropriate you choose suppliers from our recommended suppliers list. We know these suppliers will provide you with a quality service and will not let either you, or us, down. Any suppliers that we have not recommended, and that are employed by you to provide any services during your wedding, must be approved by us, must have valid liability insurance appropriate to their activities, and must have any special licenses that might be required to run their activity. All main suppliers (marquee, catering, large scale entertainment, fireworks suppliers) must have visited the Manor prior to any event taking place, any costs incurred will be payable by you.

Utilities

The hire fee includes all the electricity and water that you and your caterers may require. However if you wanted to install your own swimming pool or illuminate all the grounds with twenty giant spotlights for two days we may need to come to an arrangement!

Drinks, Corkage and Bars

Under the terms of the Pirate FM Voucher offer you agree to purchase all your daytime drinks and wines such as your reception dinner and toast drinks through Pengenna Manor. We can source anything you request via our wine supplier. Drinks that have not been purchased through Pengenna Manor or from our bar CANNOT be consumed whilst our bar is open, and if we find or suspect that you or your guests are breaking this agreement a *minimum* of half (£500) of your damages deposit will be retained to cover bar losses, and any such drinks will be confiscated until the end of your wedding booking. This is also to protect our liability under The Licencing Act 2003.

Fireworks and Chinese Lanterns

Fireworks must be supplied and ignited by an approved fireworks supplier/company. We can recommend an excellent company who can provide the required risk assessment and liability insurance of £12.5m. In accordance with instructions from Cornwall Council, we cannot permit loud banging firework displays at any time due to disturbance to neighbours and livestock (despite our very private position, the valley acts as a terrific carrier of sound to our nearest neighbours a quarter of a mile away!). Our recommended supplier is able to provide excellent displays with minimal banging fireworks (which are allowed).

Chinese Lanterns are not allowed; unfortunately they not only cause injury to livestock, cause fire damage to crops and buildings, and are problematic for the coastguard, but they do not bio-degrade as promised.

Rubbish

General rubbish handling and recycling are included in your package with an allowance of 1 ton of general waste, 1 ton of mixed dry recycling - clean plastic, cardboard and metals - and a quarter ton of glass. This should be plenty of capacity for even the largest wedding, but **should you create excessive amounts of rubbish, or leave behind items that cannot be disposed of in these bins, we will have to charge extra for this to be collected.** It is your responsibility to ensure that all your suppliers use these bins properly, and that all of your rubbish is cleared from the grounds and disposed of in the bins at the back of the Service Yard at the end of your stay.

Children

Children are very welcome at Pengenna Manor, although due to the historic fabric of the Manor and the nature of the terraced gardens, the steep slopes of the meadows, the extent of the woodland, the surrounding lanes and the proximity of the river, they should be accompanied or watched at all times. The safety of children attending an event at the Manor is wholly the responsibility of their parent/guardians.

Disabled Access

In order to accommodate guests with limited mobility we have drop-off points, disabled parking bays and level or ramped access to all key areas of the grounds and the ground floor interior of the Manor itself. If you or any of your guests require any assistance or have any queries about access please contact us to discuss requirements prior to your wedding.



Unfortunately due to the historic nature of the Manor access to the first floor bedrooms and bathrooms is not possible.

Personal Injury

Guests should be aware of the narrow driveway to the Manor with its sharp bend at the end, and vehicles entering and exiting the premises at all times. Guests are also reminded of the steep and terraced nature of the grounds at the Manor. Due to the age of the property, stairs, walkways and walls may be more uneven, lower and more slippery than modern rights of way. Care must be taken and children should be supervised at all times. Pengenna Manor does not accept any responsibility for personal injury on Manor grounds at any time caused by carelessness or excessive use of alcohol or drugs.

Candles

Candles may be used inside the Manor as long as they are firmly secured in a receptacle and location approved by us, and throughout the grounds as long as they are in suitable receptacles. We just ask you check with us first. Every effort must be made to ensure that candles do not cause damage to interiors, surfaces, planting, lawns and building fabric.

Confetti

If you would like to use confetti, it must be natural (flower petals), or bio-degradable (although not rice), and limited to rice-paper, real petals or bubbles please. **Please do not use metal foil shapes or conventional paper confetti.**

Cars

All cars and vehicles must be driven at no more than 15mph in the grounds of the Manor, and are parked at your own risk. Pengenna Manor does not accept any responsibility for damage to, or theft from, or theft of, vehicles parked on Manor grounds.

Parking

For all events and weddings we will provide parking attendants to ensure that the maximum number of guests can park as close and as safely as possible. Of course, you are welcome to provide your own parking attendants should you wish (many couples choose to ask their ushers to help). We would request for their own ease and safety that all passengers disembark at the designated drop-off points before parking so that only the drivers are present in the car parking areas. Guests are more than welcome to leave their cars overnight in the car parking provided as long as they are collected by 12pm the next day.

Transport and Taxis

Please note, and advise your guests accordingly, that it is difficult to book taxis during the evening. Taxis should be booked well in advance. For your convenience we will supply you with a list of local taxi numbers once your booking has been confirmed, but please note that we accept no responsibility for non-arrival etc of these taxis. We recommend that you include these taxi numbers with your invitations, and ask guests to pre-book them. We can help you to arrange hire of local buses if you would like to organise a shuttle bus service for your guests to get them back to their accommodation during the evening. This is particularly popular if many of your guests are staying in the same place as it could be organised to bring them to your wedding as well.

Smoking

We ask guests to please smoke in the designated area of the Service Yard adjacent to the toilets only, and ensure that they use the sand filled buckets for all butts. Any rubbish should be placed in appropriate bins, not in these buckets. Any butts discarded in other areas of the garden must be cleaned up by yourselves the next day. The interior of the Manor and the Cowyard Barn are strictly smoke-free environments.

Directions

A Google map marking our exact location is available on our website. Please be aware that while most GPS navigation systems are excellent and will bring you directly to the Manor if the full postal address including 'Pengenna Manor' is used, if only the postcode is used your guests will be directed to the hamlet a quarter of a mile up the road from the end of our driveway! We will put out directional signage to the Manor on the day of your wedding from the main A39 Atlantic Highway and in the surrounding lanes. **In accordance with our traffic management plan agreement with Cornwall Council we**



would request that you check with us before supplying any directions to your guests verbally or on your wedding stationery.

Wildlife

The peace and tranquility of Pengenna Manor makes it a perfect haven for wildlife. There is a proliferation of native animals and birds on the estate including badger, fox, deer, otter, buzzards, owls, pheasants, partridge etc. Please take care on the lanes around the Manor as well as in the grounds themselves and keep an eye out for them. The deer are especially good at jumping out in front of your car when you least expect it!

Dogs

Well behaved dogs are more than welcome, especially if they are to take an active part in your day! We just ask that they are kept on a lead at all times and not allowed to wander freely. Please clean up any mess that they leave behind.

Gifts

It is a good idea to designate an area for gifts that are brought to be collected. This could be a gift table inside the Manor or the marquee if you have one. Pengenna Manor does not accept any responsibility for damage to, or theft from, or theft of, any gifts on Manor grounds.

Toastmaster/Master of Ceremonies

You are asked to designate someone (e.g. Best Man or Usher) to act as informal Toastmaster if you do not wish to employ one. This is the person that calls everyone to dinner, announces and introduces the speeches and makes any other announcements that are required. A member of our staff can act as toastmaster for selected moments if you should wish, or we can recommend an excellent professional one you can employ.

Loss of Property

Pengenna Manor does not accept any responsibility for loss of, damage to, theft from, or theft of, any property on Manor grounds.

Validity of Prices

Prices and Terms and Conditions are correct at the time of publication but may change without notice with the exception of confirmed bookings. The agreed prices for confirmed bookings will not be altered at any time by us.

Pengenna Manor reserves the right to refuse any booking at any time without providing a reason.

We, the undersigned, confirm our full acceptance of these terms and conditions and we understand that we alone are responsible for ensuring that all our guests, relations, contractors, employees and any other persons, who we have invited onto the Manor property, strictly adhere to these terms and conditions.

Today's date:

Brides full name:

Brides signature:

Grooms full name:

Grooms signature: