

Updated 5 March 2020

## **Coronavirus: FAQs**

We're in the early stages of an unprecedented viral pandemic that is gripping the world's attention, so what better time to write some FAQs?!

We are being asked a lot of questions from understandably worried customers and we've tried to summarise the key concerns below. It's a rapidly evolving situation and we'll update these as often as possible.

### **Will my wedding be cancelled because of coronavirus?**

It's business as usual for us. We are not aware of any plans or proposals under consideration by the UK government to place restrictions on private gatherings that would include weddings.

Whilst large public gatherings such as concerts and major sporting events might be affected, we consider it highly unlikely that any such restrictions would be imposed on smaller private gatherings such as weddings given the massive impact that would have across the country on everything from public transport to pubs, restaurants and shops.

We are looking forward to continuing to celebrate wonderful weddings throughout 2020 with all our fantastic couples. The show must go on!

### **But if you do cancel my wedding because of coronavirus, will I get my venue and catering money back?**

In short, yes.

In the very unlikely event that we have to cancel your wedding (and you are not otherwise in breach of the terms and conditions of your booking), we'll try to find you an alternative date at no extra cost. If no alternative dates are available or simply don't work for you, then we will refund in full your payments to us.

### **What happens if I have to cancel my wedding if I have coronavirus?**

Every year a number of couples have to cancel their weddings as a result of health issues, not just for coronavirus. This is of course a difficult experience and we always advise taking out wedding insurance and recommend that you speak to your insurers if you are concerned.

### **What happens if some of my guests cannot attend my wedding due to illness or travel restrictions?**

Unfortunately, this is nothing new - it's often the case at weddings that some guests cannot make it due to illness or circumstances beyond their control. It is worth speaking to your or their insurers to see what cover you might have.

### **What happens if you don't have enough staff or can't purchase food for my wedding?**

We have contingency plans in case of staff shortages and supply chain issues. Our aim is to keep the show on the road and for your wedding to proceed as planned. In the event that we are affected, we'll do everything that we can do make sure that your wedding is still filled with fun, love, and great food and service. If we're unable to provide on the day something that we'd planned to, we'll make a fair adjustment to your bill afterwards.

### **Is it safe to visit the venue?**

Yes, our venue is a clean place! Irrespective of coronavirus, our kitchens have always been cleaned to very high standards including the use of sanitising spray. We are also taking extra steps to wipe down surfaces, use hand sanitisers and paper towels and so on.