



Frequently Asked Questions

CHAPEL/GARDEN WEDDINGS

- 1. What is the capacity for the Chapel?** Stoneridge may entertain functions for up to 120 guests on the property for Chapel or garden wedding ceremonies. The Chapel can seat approximately 60 - 70 guests with additional guests standing at the rear.
- 2. Is there music at the Chapel?** The Chapel has small portable CD player. Please confirm if it is required. It sometimes will not play burnt CD's. The Chapel also contains an original pump organ. An IPOD compatible mini sound system is available at \$75 + GST.
- 3. What form of heating does the Chapel have?** Oil heating.
- 4. How many toilets does the Chapel have?** One toilet.
- 5. Can we opt for a garden ceremony with the Chapel as a back-up option?** Yes, you may.
- 6. Can we have microphone for our celebrant and ourselves outdoors?** Yes wireless, cord lapel or condensing microphones are available for hire.
- 7. Does the venue have umbrellas?** By arrangement we can hire these for you.
- 8. Can you supply red carpet for a garden ceremony, chairs and umbrellas.** Yes these can be provided (cost additional).
- 9. Where may I have photography taken?** There are no restrictions as to where wedding photos may be taken, excepting those areas marked 'private'.
- 10. When can my services providers or I set up for my wedding ceremony?** Any Chapel set up must be by arrangement only as there may be a preceding ceremony. Sometimes if there is no function the day prior wedding set ups may also proceed the day prior.

RECEPTION VENUE

- 1. What is the capacity for the reception facility?** The reception venue can seat between 6 and 160 guests. Wine barrels are often used to segregate areas where weddings numbers are small.

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2. **When can my services providers or I set up for my wedding reception?** Reception set up is normally from 1.00pm, on the wedding day. Set up prior to this time is by arrangement. Sometimes if there is no function the day prior wedding set ups may also proceed the day prior.
3. **Do you have a dance floor?** There is an area for dancing adjacent the bar but it is not a wooden dance stage.
4. **In what circumstances will we forfeit our noise bond?** Continued and sustained wolf whistling, tooting of car horns, shouting, and disorderly behaviour after warnings to cease such behaviour will constitute grounds for forfeiture of the bond.
5. **How many guests can we seat at each table?** We prefer to have eight or less guests seated at each table in the interests of guest comfort and serviceability.
Note: Stoneridge reserve the right to amend table layout to best accommodate catering requirements and guest's comfort.
6. **Do you provide a cake knife and table?** Yes. **Is there a charge for cake cutting?** No.
7. **Can Stoneridge provide table decorations?** Stoneridge does have some of its own table decorations and theming, including candelabras. We can provide items such as fresh flower arrangements, centrepieces, tea lights, etc. upon request.
8. **Can Stoneridge organise my menus, place name cards and seating plan?** Yes, we can. We have an easel for which an A3 size seating plan may be displayed landscape or portrait style.
9. **What is the price of chair covers?** Chair covers are not included in the venue hire fee. Stoneridge can provide and set up chair covers. The price is \$7.50 each plus GST and there is a \$40.00 plus GST handling charge.

*Colours – white or black
Sashes – white burgundy or silver. Other sash colours can be ordered in upon request.*
10. **What form of heating and/or air-conditioning does the reception venue have?** Fire place, underfloor heating and heat pump.
11. **How many toilets does the reception venue have?** Four toilets.
12. **Can Stoneridge provide its logo for our stationery?** Yes, we can.
13. **Can we extend the closing time of our reception?** Stoneridge's license only permits the bar and band to operate until 11.30pm, with guests vacating the grounds by 12 midnight. Whereby most ceremonies commence at 4.00pm, guests have been on the estate and mingling for 8 hours, after which time most guests are ready to retire. There are facilities in Queenstown that continue to operate through until 4am.

Menu

1. **Where do we have pre-dinner refreshments and canapés?** If having a reception at Stoneridge this service is provisioned outside and in front of the Hayes room weather permitting, on the patio/garden area.

2. **Where do we have pre-dinner drinks and canapés in the event of inclement weather?** There is an area adjacent the Hayes room (the board room) together with the floor area in front of the bar that guests may congregate in should the weather not permit guests outdoors. There is some covered area outdoors under which guests may stand.
3. **Is your Chef flexible with menu courses and or dietary requirements?** Yes, he is and welcomes any inspirations you may have in this regard.
4. **What service staff will be available for food service etc.?** Depending on menu choice, usually one staff member per ten guests.
5. **With Stoneridge's menu selections do vegetarians count as one of the choices for the a la carte menus?** No. Vegetarians are provided for additional to the choices you make, similarly any other special dietary requirements.
6. **Are canapés served or just plated at a station?** All beverages and canapés are trayed and served by staff.
7. **Are we allowed to choose an alternate drop menu?** Yes.
8. **What do staff wear?**
 Summer: Black dress shirts and black dress pants.
 Winter: Tasman Melange Bodysilk Zip shirts or Black shirts and black dress pants.

Beverage

1. **Do you allow BYO beverages, food or any outside caterers?** No.
2. **Do you offer beverage packages?** No. beverages are invoiced on consumption. A beverage limit may be requested.
3. **How is beverage service provisioned to guests?** Beverage is offered trayed by wait staff upon guests' arrival at the reception. During the reception dinner, table service is offered together with one bottle of white and red wine placed on each table. At 8.30/9pm, when the entertainment/dancing commences, some of the bottles are removed from the tables and then offered from the bar to avoid beverage wastage.
4. **Why do we have to pay a beverages deposit and provide credit card security and why is there a minimum beverage spend?** Regrettably, from past experience not everyone leaves the venue with the intention that they will return and settle the account the next day. The minimum beverage spend covers the provisioning of glassware (3 – 4 per guest, depending on beverage selections), and beverage staff commensurate with the number of guests attending.

Audio-visual/entertainment

1. **Can you organise a microphone and audio-visual equipment for our wedding?** Yes wireless, cord lapel or condensing microphones are available for hire together with data projectors, DVD players and projector screens.

2. **Does the reception venue have an IPOD/MP3 connection that can be played through the venue's PA system and have you ever experienced problems with compatibility with a connection.** Yes and the reception facility has a very good quality sound system equal or better to that of most bands. We have never experienced problems with any laptop, IPOD or MP3 connection.
3. **Are bands able to use your sound system?** No. Due to the risk of in appropriate use and the possibility of consequential damage the Stoneridge sound system is not available for outside providers other than the use by couples outlined in the preceding paragraph.

GENERAL

1. **Could there be more than one function per day?** Sometimes the Chapel is used for more than one ceremony per day. The last afternoon booking time is reserved for those holding their reception on the estate. Typically earlier weddings in the day are small and sometimes just the bridal couple.
2. **What car parking is available?** There is parking for two coaches (with prior confirmation) or 20 – 30 cars. There are four parks available to the bridal couple in front of the Hayes room. There is no parking at the rear of the lodge with the exception of those cars belonging to lodge guests.
3. **Why is our deposit non-refundable?** Stoneridge is not a venue which is open to the public and is normally booked on an exclusive basis, often up to 2 years in advance. Cancellations impact heavily, especially whereby bookings have been turned away for given dates and of course our staff resourcing is planned on the basis of upcoming bookings.
4. **Why do we have to advise you of our bus transport arrangements?** Not all bus drivers are equally skilled and we always like to monitor which companies are accessing the property.
5. **Why is it that we only receive one hour familiarisation with a venue booking?** In order to keep our venue fees to a modest level we have set a time which we believe is reasonable to cover the booking process and familiarisation. We therefore feel it only fair to charge for our time beyond this as the venue fee is not aimed at covering any
6. **Are there any hidden costs to the venue which we may have overlooked?** The only ones we have come across are printing, candles, flowers and chair covers, which are thought by some clients to be included with the venue, when in fact they are not. There are no other charges for staff unless specifically advised including that of cake cutting, crockery, cutlery or any other item that you would otherwise expect to be provided by a venue.
7. **If we choose to book the venue, what is the process?** Venue bookings are confirmed upon receipt of a signed copy of the venue contracts (Chapel and reception) and a 50% deposit. An invoice will be emailed for the deposit.