

## Chapel & Garden Wedding Ceremonies

### **CHAPEL CEREMONIES**

#### **What is the capacity of the Chapel?**

Stoneridge may entertain functions for up to 150 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. Some pews may be removed for weddings of greater than 90 guests.

#### **Can we have a rehearsal and when would this be?**

Yes, rehearsals are usually held a day or two before for the wedding subject to venue availability. Rehearsals from time to time may need to be rescheduled in the event of a wedding booking.

#### **Will a Stoneridge staff member attend my rehearsal?**

Staff do not normally attend rehearsals unless specifically requested to be there or if their attendance is part of a package.

#### **Is there music at the Chapel?**

The Chapel contains an original pump organ. An IPOD compatible mini sound system incl. Aux cable is available to hire (\$50 + GST). Alternatively, we can provide a PA system with 2 speakers, vocal microphone, amp, IPOD connections (incl 3mm lead) and CD compatibility which is \$275 + GST incl delivery/setup and pack down. This is popular for outdoor ceremonies.

#### **What form of heating does the Chapel have?**

Oil heating.

#### **How many toilets does the Chapel have?**

One toilet.

**It is possible just to book the gardens?** Yes that's fine. The venue hire fee for the Chapel/gardens ceremony venue is the same regardless of whether the ceremony is held in the Chapel gardens or Wedding Chapel, as the venue is booked for your ceremony and photography. The Chapel would be available to you as a contingency in the event of inclement weather.

#### **What is the duration of the event time included?**

The Chapel/gardens ceremony venue is normally available to you for up to 2.5 hours for your ceremony and photography and the reception facility from 4.30pm – 11.30pm. In the winter months timings may be adjusted to allow for daylight savings.

**If we were to book a date for the wedding (and accommodation), is there a required amount for the deposit or a full payment required?**



Yes, bookings are confirmed upon receipt of a 100% deposit of the venue hire fee (or 50% of the wedding package price) and any 50% of any accommodation, (per the booking policy outlined on our websites [www.weddingsnewzealand.co.nz](http://www.weddingsnewzealand.co.nz) and [www.stoneridge.co.nz](http://www.stoneridge.co.nz)), and signed copy of the ceremony and reception venue contracts.

**We are unsure of what season to get married in. Do you have photo of different seasons which will help with our choice?** Unfortunately, we don't have a seasonal reference guide for weddings but our peak wedding season is from November until the end of April when temperatures are warmer and the gardens are in flower. Seasonal photos can be found on the Gallery page of our website.

## **GARDEN CEREMONIES**

**Can we opt for a garden ceremony with the Chapel as a back-up option?**

Yes, you may. A decision may be left as late as 10 mins prior to the ceremony start time.

**What's the rainy-day alternative for the Garden Ceremony?**

The Wedding Chapel, Shade sail or Art Gallery or Hayes room.

## **HIRE EQUIPMENT FOR GARDEN WEDDINGS**

**If we hire ceremony equipment, such as chairs, umbrellas etc., I'm assuming that is all set up by you within the hire cost?**

No, the delivery /pick up and set up/pack down time for hire items is additional. The hire cost is the items hireage only. Delivery collection is \$40.00 + GST each way and set up/pack down is \$25 + GST per staff member per hour.

**Hiring the 'archway', does this include any decoration?** No, but our florist can decorate this if required – please note her fee to do so is additional, from \$200 + \$75 installation.

**Can we have microphone for our Celebrant and ourselves outdoors?**

Yes, wireless, corded, lapel and condensing microphones are available for hire.

**Can you supply carpet for a Garden ceremony, chairs and umbrellas?**

Yes, all these items are available to hire. Please see our Hire Items and Services pdf.

**Where may I have photography taken?**

There are no restrictions as to where wedding photos may be taken, with the exception of any areas marked 'private'.

**When can my service providers or I set up for my wedding ceremony?**

Chapel/gardens set up must be by arrangement and it is usually on the Wedding day only as there may be a prior booking at the venue. If there is no prior function, wedding set ups may proceed the day prior.



## **SAME SEX WEDDINGS**

### **Do you permit same sex weddings at your venue?**

Yes, we welcome same sex weddings at Stoneridge.

## **Wedding Packages and Wedding Planning**

**Is there a set list of companies that come with the packages or can we use external companies for services for our wedding?** Our packages have been constructed over a number of years with vendors that we believe have reached the highest level in their profession and who are well reputed.

There is no requirement to book one of our wedding packages and you may finalise your own arrangements with your chosen vendors if preferred.

Within our packages there is some vendor choice available to you, for example Minister/Celebrant/Priest, flower, cake type (colour, style, flavour etc.), from the options provided. Our Wedding Planner will liaise with you to finalise these details.

### **Can we add and remove services for your packages and can you provide a cost breakdown?**

Packages can be tailored to suit your requirements. We do not provide a cost breakdown for wedding packages but can provide pricing to add or remove any services that you wish. If you have a preferred vendor you would like to use as part of your package please let us know at the time of booking.

### **What is the scope of Wedding Planning for our booking?**

#### Chapel/gardens venue:

The ceremony venue fee includes up to **30 minutes** familiarisation/liaison and meetings in respect of a venue booking by way of email, telephone calls and venue inspection. Any additional time is charged at the wedding planning rate, \$75.00 +GST per hour.

#### Reception venue:

The venue fee includes up to **1 hour** familiarisation/liaison and meetings in respect of a venue booking by way of email, telephone calls and venue inspection. Any additional time is to be charged at the wedding planning rate, \$75.00 + GST per hour.

The complimentary 1.5 hours wedding planning time included with a ceremony and reception booking covers all liaison and correspondence in relation to your wedding, **including email liaison, phone calls, meetings, review of and assistance with your runsheet and seating plan, menu and beverage selections.**

#### Wedding Package booking:

Whereby a wedding package is booked, wedding planning time is included complimentary within the package, for the services stated as included in that package.



Whereby additional services (not included in the package) are requested, time spent for these additional services is charged additionally at our normal planning rate \$75 + GST/hr.

**Three hours** Wedding Co-ordinator assistance is also included on the day with all Stoneridge wedding package bookings.

In addition, 1.5 hours Wedding Planning assistance is included with a ceremony and reception booking as detailed above and in the venue contracts.

Essentially all the services booked within any given wedding package include the following:

- planning/liaison, to finalise those services,
- preparation of a vendor brief,
- confirmation and reconfirmation with vendors prior to the wedding date
- a detailed runsheet/itinerary detailing the arrangements made on your behalf for your wedding package.

#### Hire Items and Services:

The prices for 'Hire Items' are the prices that are charged to hire the specific items. Time spent liaising with vendors may be charged separately.

#### **Flower Mock Ups.**

Mock up flower arrangements can be organised for the same fee as the quoted price plus any additional freight fees or expenses incurred, that are applicable to ordering in a small quantity of product or providing a mock up.

Please keep in mind that exact replicas of your chosen arrangements may not be possible if flower varieties are out of season or you request your mock up during a different season or time of the year to your wedding or event date, and it should be known that if this is the case, what you receive on your wedding or event date may differ to what was provided for your mock up.

Fresh flowers are also subject to a variety of growing conditions throughout the year, and often what is available one year, may not be available at that same time the following year as weather conditions and nature prevails.

#### **Heli-flights**

##### **Can the helicopter land and depart from Stoneridge?**

As the venue does not have consent for heli-landings on the property and as there are livestock on neighbouring properties, flights normally depart from the heli-base located at Queenstown airport, approx. 12 mins drive from the venue.

##### **What happens if our heli- flight cannot proceed on the day?**

Whereby weather is inclement and the heli-flight does not proceed, the cost of the flight will be refunded or alternatively the flight may be moved to another date.



## **Vendors for wedding packages**

As we work with a number of different vendors we do not give out their specific details so that we as a venue we are not seen to prefer one vendor over another. We are happy to send examples of vendors work if you wish. If you proceed to book then we can then advise details.

We have over 15 years been operating and have constructed wedding packages with certain vendors whom are well reputed, professional and that have been well received by our clients.

## **Reception Venue**

### **What is the capacity for the reception facility?**

The reception venue can seat between 6 and approximately 150 guests. Wine barrels are often used to segregate areas where weddings numbers are small. Different rooms can also be used whereby there are less than 16 guests.

### **When can my services providers or I set up for my wedding reception?**

Reception set up is normally from 10.00am on the wedding day by arrangement as per runsheet confirmation. Sometimes if there is no function the day prior wedding set ups may also proceed the day prior.

### **Do you have a dance floor?**

There is an area for dancing adjacent the bar but it is not a wooden dance stage.

### **What facilities are available for music at the reception facility?**

The Hayes room includes a sound system which you may bring an IPOD or laptop to plug into using our AUX cord at the bar.

### **In what circumstances will we forfeit our noise bond?**

Continued and sustained wolf whistling, tooting of car horns, shouting and disorderly conduct after warnings to cease such behaviour will constitute grounds for forfeiture of the bond.

### **How many guests can we seat at each table?**

In the interests of guest comfort and serviceability, we prefer to have eight or less guests seated at each table.

Note: Stoneridge reserve the right to amend table layout to best accommodate catering requirements and guest's comfort.

### **Do you provide a cake knife and table?**

Yes. Is there a charge for cake cutting? No.

### **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.



**Can Stoneridge organise my menus, place name cards and seating plan?**

Yes. We have an easel for which an A3 size seating plan may be displayed landscape or portrait style.

**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 + GST and there is a \$40.00 + GST handling charge. Covers are available in white or black. Sashes are usually white, silver or burgundy however most other sash colours can be ordered in upon request.

**What form of heating and/or air-conditioning does the reception venue have?**

Fire place, underfloor heating and heat pump.

**How many toilets does the reception venue have?**

Four toilets.

**Can Stoneridge provide its logo for our stationery?**

Yes.

**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. Most ceremonies commence at 4.00pm and guests who have been on the estate and mingling for eight hours are generally ready to retire. There are two facilities in Queenstown that continue to operate through until 4am.

**We would like you to organise another type of chair for our wedding. Is this possible?**

Yes that is fine. We can hire alternative chairs if you would prefer. The cost to hire these would be additional.

**Chair removal from Hayes room**

As regards the chairs/relocation, we have no issue whereby clients prefer to use their own furniture however as a venue, we do provide for in our contracts, the use of tables and chairs, and when clients bring in their own chairs there is an additional cost to us in the removal of ours. Namely the storage and removal/replacement of our non- folding jarrah and wrought iron chairs of which there are 80. Normally there would be a charge for staff time to remove the chairs into storage and relocate back into the Hayes room, where alternate chairs are chosen. (The staff cost is \$25.00 per staff member per hour + GST). Please allow 4 hours.



## CHILDREN

### **Do you have high chairs for toddlers?**

One included at venue, additional highchairs may be provided and there are \$30 + GST to hire.

### **Do you have a room available that parents can use to feed infants and for use of a several porta-cots during the evening?**

Yes the board room could be used for this purpose. We can also hire porta cots and linen if required.

Due to some guests having children, could we set up a kids table and provide a Children's menu? Yes and our chef can also cater a two course children's menu. This is normally a 'Chef's choice' menu and a sample menu can be located on the last page of our menus.

What arrangements can be made for children at the venue in terms of childcare? We have a recommended Childcare agency contact we can put you in touch with and children may be cared for in the Board room which is located off the Hayes room.

## BEVERAGES

### **Can we offer our guests refreshments at the Chapel/gardens following our ceremony?**

Yes, we can provision beverages at the Chapel gardens however as there are no facilities there, service charges apply for equipment and staff, as per the venue contract. We would be happy to confirm pricing on request.

### **Is there any option for different beverages?**

Yes, we can make enquiries with our suppliers and order in subject to availability. As the beverage would not be one we normally stock, we would need you to confirm an agreed amount you would like to purchase and if this was not consumed, then you would be welcome to take any unconsumed bottles away with you.

### **Do you have a standard estimate of alcohol consumption per person?**

An average beverage spend would be around \$35 -\$45pp.

**Do we post-pay for the alcohol and only pay for what is consumed?** No, we will invoice for a beverages deposit of \$25.00pp which is due 7 days prior to your wedding date. This is the venue's token beverage spend. The morning after your wedding you will receive an itemised beverage invoice showing the actual consumption and this is due on receipt of invoice.

### **Do you allow BYO beverages, food or any outside caterers?**



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No. This includes Cheese Wedding Cakes, as we have our own fully employed chefs at the venue, we do not permit external caterers or food to be bought in.

## **Do you offer beverage packages?**

Beverages are normally invoiced on consumption however we can offer a beverage package if preferred.

## **How is beverage service provisioned to guests?**

Beverage is offered on trays by waiting staff upon guests' arrival at the reception. During the reception dinner, table service is offered together with a water carafe, one bottle of white and red wine placed on each table. At 8.30-9pm, when the entertainment/dancing commence, some of the bottles are removed from the tables and offered from the bar to avoid beverage wastage.

## **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.

## **If are any opened bottles left at the end of the night, are we allowed to take them home?**

Yes, the next day.

## **What does the reception contract mean when it states the Stoneridge wines must be equally available?**

*The Stoneridge wines include the River Schist Pinot Noir, Mountain Schist Pinot Gris and Chapel Estate Rose.*

Some clients specify they would only like a certain wine on a table but our contract doesn't provide for this. It says the estate's wines must be equally offered to all guests, which means you can't specify a particular wine to go on a table unless it is included with the offering of Stoneridge wines. I.e. your guests will be offered both.

We are happy if you wish to choose more wines than what the contract states but put a limit on reds and white's due to chiller capacity and in the interests of keeping clients beverages spend to a minimum.

## **Can we purchase spirits by the bottle or BYO our own spirits?**

Due to our liquor licensing requirements, we are required to monitor and control all alcoholic consumption of drinks. As such we cannot disperse this quantity of alcohol amongst the tables and would have to offer drinks through a beverage person from the bar, which can still be served individually to the table. Pricing as such is always on consumption. As we are a fully licensed premise we don't offer a



BYO option. Notwithstanding this, our licensing rules require that we monitor and control alcohol consumption and to provision spirits by the bottle would not be compliant with our licensing rules.

## **MENU**

### **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.

### **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.

### **Is your Chef flexible with menu courses and or dietary requirements?**

Yes, and he welcomes any inspirations you may have in this regard. There is space on your wedding runsheet to populate the names and dietary requirements of any guest with special dietary requirements.

### **Can we have a menu tasting during our visit?**

Due to the nature of the events we cater at Stoneridge, any menu tastings are provided as a personal Chef offering and the price is the same as a couple dining at the lodge (\$145pp + GST (minimum two people)) for 5 courses (subject to any special dietary requirements or food aversions). Our Chef is more than happy to meet with you at Stoneridge and discuss the menus and go through all the options. We can also provide you with references, which may put you at ease if you are having any doubts in this regard.

### **What service staff will be available for food service etc.?**

Depending on menu choice, usually one staff member per eight - ten guests.

### **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.

### **Are canapés served or just plated at a station?**

All beverages and canapés are trayed and served by staff.

### **Canapes – please clarify the menu description? Does the section of “four canapes / approximately 2.5 pieces per item” mean 10-12 canapes per guest?**

Yes.

### **Alternative service menu - could you please clarify what is meant by the term: 'or alternate service per course'**



It means our chef will prepare two entrees, two mains and two desserts for your wedding and these will be served alternatively to each guest on the night.

### **How far in advance do you require final guest numbers?**

Final numbers for billing purposes are taken as those confirmed 21 days prior to your wedding date.

### **What do staff wear?**

White shirts, natural coloured aprons and black dress pants.

## **AUDIO VISUAL**

### **What kind of music system do you have on site?**

There is a PA system wired into the Hayes room for which we can hire a wireless microphone for speeches/announcements this is \$75 + GST to hire. You may also bring your own iPod or lap top to play any music that you wish pre-dinner and this may plug in using the aux cord provided at the bar.

### **Can you organise a microphone and audio-visual equipment for our wedding?**

Yes, wireless, corded, lapel or condensing microphones are available for hire together with data projectors, DVD players and projector screens.

### **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.

### **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**

### **Could there be more than one function per day?**

Sometimes the Chapel/gardens are used for more than one ceremony per day or another event, such as Garden tour. The last afternoon booking time is reserved for those holding their reception on the estate.

### **What car parking is available?**

There is parking for two coaches (with prior confirmation) or 20 – 40 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.

### **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 two years in advance. Cancellations impact heavily, especially when bookings have been turned away for dates held by deposits and staff resourcing has been planned.

### **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.

### **Why is it that we only receive one hour familiarisation with a reception venue booking?**

In order to keep our venue fees to a modest level we have a set time frame which we have found to be more than sufficient to cover the booking process and familiarisation. We reserve the right to charge for any time spent above and beyond this.

### **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.

We try to be very clear on what is included in our packages and we have detailed quite specifically what the packages include.

We have also gone to great lengths in the venue contracts to also clearly state what is included in the venue hire fees.

### **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 and a 100% deposit of the venue fee. An invoice will be emailed for the deposit.

### **What happens with Contract variations, for example if we would like our ceremony start time to change?**

Regarding the contract variations, you may write on the contract ceremony start time e.g. 3.00pm and just cross out the other times. As for all other changes or amendments to the standard arrangements these are recorded in emails and become legally binding on both parties. We do not need to form a separate contract as such.

## **ACCOMMODATION**

### **What is the check-in/check-out time of your accommodation?**



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Normal check in is from 2.30pm and check out is by 11.00am. Early check in's/late check outs may be available on request, subject to room availability however a surcharge of \$50 may apply.

## **Is there a restaurant where we can have dinner?**

No, however we do offer private candlelit dinners at the lodge/cottage by arrangement – usually 48 hours' notice is required and bookings are subject to Chef availability.

## **Can we use the kitchen at the lodge to cook our own food?**

No, Stoneridge Estate doesn't offer self-catering service. There are beverage fridges with tea and coffee facilities in guest rooms.

## **What time can we use the hot tub?**

From 11.00am until 10.00pm.

## **What is the menu for the dinner for two?**

It is a five-course dinner, Trust the Chef menu subject to any special dietary requirements or food aversions. Our Chef is flexible and can also cater a menu to suit any specific requirements you may have. For catering purposes please note a minimum of 48 hours' notice is required.

## **Can you pick up and drop off from the airport? Does it have any extra charge?**

Yes we can. There is no extra charge. Just let us know your flight number and ETA. A staff member will meet you at the Baggage Claim area with a sign and your names on. Last minute transfers may not be possible.

## **Do you provide slippers, towels and robes?**

Towels and robes are in your room, please advise if you would like slippers on arrival.

## **What time is breakfast from?**

Breakfast is from 7:30am till 10.00am. If you are leaving earlier please let us know and we will make arrangements for you to help yourself.

## **Would you be able to help us booking some activities in Queenstown for our holidays?**

Yes, please let us know your preferences and we would be happy to provide assistance.