Your Wedding

Frequently asked questions and other useful tips and tricks

TOURNERBURY

AFTER PARTIES

In respect to our neighbours and mindful of the wildlife in the Woods, no after parties are permitted at Tournerbury. All guests are to leave Tournerbury no later than midnight, unless staying overnight or assisting with pack down. No alcohol may be consumed on site once the bar has closed, and no music is to be played. Please ensure your guests are aware of this and have booked taxis in advance. If you have campers staying on site please refer to the – "C – Camping" section below.

BARS

Tournerbury is a licensed premise for live music and serving of alcohol. However, we allow you to hire in your own mobile bar company or to bring your own drink. Timings for last orders and bar closing can be found within your contract. We do not charge corkage if you are supplying your own bar and drinks. Please note that if you are supplying your own drinks, the same timing rules above apply, and bars operating after 6pm must be staffed. Mobile bar companies are responsible for taking all of their waste with them when they leave site. If alcohol is being sold, then all requirements of the Licensing Act 2003 must be met e.g. all supply of alcohol must be authorised by a person who holds a personal licence. As Tournerbury is a licensed premise you DO NOT need to apply for a Temporary Event Notice (TENS). Please ensure that if you are hiring in a mobile bar company or your caterers are running a bar for you, that they know this as well.

BANDS

Bands are welcome at Tournerbury but please refer to the 'Music at Tournerbury' sheet attached. Please ensure that you email this PDF to whoever is providing your entertainment whether it is a band, a professional DJ, an entertainment booking agent or friends / family. This will be a big help to them to ensure they produce the best sound possible for you. We will need to know what time your band / DJ etc are setting up so a member of Tournerbury staff can assist.

BOUNCY CASTLES

You are allowed to hire in Bouncy Castles / Bucking Bronco's etc. but please note that they must be hired in from a bona-fide professional hire operator who must be in possession of all relevant insurances. Responsibility for the Health and Safety of using a bouncy castle or other such mobile entertainment at Tournerbury resides in your hands. Bouncy castles must be deflated by 9pm and not used after this time.

CAMPING

If you have booked an overnight option, your guests are welcome to camp in the designated camping area next to the main car park. Campers may set up their tents from 11am onwards. Please note that no music may be played at the campsite (either amplified or acoustically) and general noise must be kept to a minimum. If guests do not adhere to this, they will be asked to leave immediately. Please ensure that all of your guests who are camping are aware that they need to be packed up and off site by 10am. Camping guests fall under the Terms and Conditions of overnight holiday rental of Woods Cottage. Please note that payment for camping pitches is your responsibility and must be made prior to arrival on site. Charges are detailed in the Finishing Touches hire list.

CARS

We have ample parking onsite for your guests' cars. If your guests want to leave cars overnight, please ensure that they know they need to remove them before 10am at the very latest.

CATERERS

If you have chosen your own caterers rather than one of our recommended caterers please explain to them that their catering area is a 12 meter by 6 meter dry hire catering area. This means they need to bring in all of their own equipment. There is ample electricity supplied to the catering area and mains water is outside the catering area a few meters away. If they are cooking 'high fume' foods such as hog or lamb roasts or Paellas we ask that they bring their own gazebo to cook under outside. If your caterers require refrigeration or food preparation trestle tables please refer to the Finishing Touches hire list, let us know what they need and we will provision for you. Caterers are responsible for clearing up all of their own waste and taking it with them off site at the end of the evening.

If your caterers are hiring in cooking equipment or crockery, cutlery, glassware or linen from outside catering suppliers such as Eventus Hire, and not taking it back to their own offices / unit at the end of the evening, they must ensure that all of this is picked up by the third party catering supplier prior to 8am on the morning following your wedding. Failure to do so will result in the loss of deposit. Likewise, please ensure that your caterers do not book third party suppliers (like equipment hire companies or drinks suppliers) to drop supplies on site before your contracted hire time commences - doing so may interfere with someone else's hire period and we cannot vouch for the security and safety of items left randomly on site.

Full information to be sent out to caterers and mobile bar companies etc can be found on the attached 'Food & Drink at Tournerbury' document. Please email this to your third party suppliers.

CEREMONY SET UP

If you are not getting married in a church and are using Tournerbury for either a legal marriage in one of our licensed structures or a non-legal ceremony in the grounds, Tournerbury staff will set up chairs or hay bales for guest seating. Tournerbury does not charge a fixed 'Ceremony set up fee' like many venues but cover the cost of holding ceremonies on site through the rental of chairs or hay bales so that the cost is meritocratic to the number of guests present. Please let us know your seating requirements in good time so these can be provisioned for you. Seating costs can be found on the Finishing Touches hire list. Marquee seating is not to be taken outside of the marquee - these chairs are for dining purposes only. If the weather on your day looks like it will be inclement or there is the chance of rain, then the ceremony seating will need to be set up on the deck under the South African stretch tent.

COACHES/BUSES

Despite its appearance when the trees are in full leaf, there is plenty of room for full size coaches and double-decker buses along the access track in the woods. There is also a large turning area by the marquee for coaches to manoeuvre in and turn around. Coaches and buses are a good idea to hire in when you have many of your guests staying in one location or if you are getting married in a local church before coming to Tournerbury for your reception. If you are hiring in buses, coaches or mini-buses to pick up guests in the evening, please ask them to be at Tournerbury half an hour before the party ends.

CONFETTI

Please remember that only flower petal confetti is permitted at Tournerbury as per your contract - this includes for use for decoration. Please ensure guests do not bring their own confetti, or a clear up fee will be charged from your security deposit.

CLEAR UP

Leaving the marquee and grounds and Woods Cottage in a 'reasonable state' is your responsibility, but we don't expect you to be hoovering the marquee at the end of your wedding! The marquee must be clear of all decorations, personal belongings, waste, suppliers (and guests!) by 1am. All items brought on site (including rubbish) must be removed by this time, or locked away in cars/vans to be picked up later that morning - this includes all litter, such as bottles and cups which may have made their way onto the lawns. Please think about the amount of items you may end up taking off site and provision transport and hands accordingly. Any items left on site after 1am that are not packed away as instructed will be disposed of and charged at the prices stated in the Finishing Touches hire list.

Alternatively, we offer a clear up team of trusted Tournerbury staff, who will do the clear up for you. You must ensure that ample room in vans or cars is provided for all of your belongings and waste. Prices for this can be found in the Finishing Touches hire list.

If we have no events or guests arriving at Tournerbury the following day, you are welcome to come back in the morning to pick everything up. We will confirm this with you in the week leading up to your wedding.

CROCKERY, CUTLERY & GLASSES

This is not part of your hire contract and is the responsibility of your caterers. Items are not to be removed from Woods Cottage.

DAMAGE

If property belonging to the Tournerbury Woods Estate is damaged by your guests during your hire period you will be notified in the week following your wedding and costs deducted from your security deposit. Any costs over the security deposit will be invoiced accordingly.

DECORATIONS

Sellotape, gaffer tape, blu-tack or any other material which may leave a sticky residue is not permitted at Tournerbury.

The main way of securing decorations around Tournerbury is to bring strong fishing twine with you. Tensioned wire runs around the edge of the marquee (hidden by linings and drapes), and the marquee roof linings open via velcro gaps to reveal weight bearing shackles. Fishing twine can be tied to the wire and shackles to hang virtually anything you like, from pictures to bunting.

You are welcome to use branches or trees to hang decorations, such as bunting or fairy lights, provided they do not damage the tree. Please do not use nails, pins or tacks on any of the trees at Tournerbury as this is harmful to the trees.

If you have any heavy decorations that need suspending, please check with us first of all as the marquee, gazebo and deck frames have weight bearing limits for obvious Health and Safety purposes.

We have a variety of ladders and step ladders for putting up/taking down decorations if required - these are used entirely at your own risk. Please see F - Flammables for details on candles and tea lights.

DISABILITY ACCESS

The marquee is wheelchair and power chair accessible, as are both the formal lawns around the marquee and Woods Cottage. The downstairs bathroom in Woods Cottage is accessible, but please ask us if ramps are required to go over the small threshold at the entrance to Woods Cottage.

DOGS

Dogs are welcome at Tournerbury but dog owners are responsible for their safety and wellbeing. Dogs that are not trained to heel and are likely to run off should be kept on a lead at all times - there is resident wildlife in and around Tournerbury including ground nesting birdlife. Please note that if you or your guests are bringing dogs, all dog litter is expected to be cleared up by owners.

DRUGS

We have a zero tolerance policy on illegal drug taking at Tournerbury. If any of your guests are seen taking drugs by a member of Tournerbury staff they will be asked to leave immediately. If they do not, the Police will be called.

ELECTRICITY

Woods Cottage and the marquee are powered by our own private 3 Phase transformer. There is more than enough power for lighting, cooking and entertainment. Plug sockets are located around the edge of the marquee as well as throughout the catering area. Power failure is rare, and only usually occurs when third party suppliers (normally caterers or bands), plug in extension cables but leave them wound up, causing them to overheat and trip the circuit that they are on.

FINISHING TOUCHES

This is a list of some additional items that we have either bought over the years or can hire in on your behalf. We started it because we often saw couples being let down by suppliers of items like festoon lighting or not realising how long it takes to provision and rig and de-rig items such as these. We felt it was easier on couples to try to supply as many additional bits and pieces as possible that may be required to cut down on the number of suppliers and logistical complexity for couples. If you wish to hire items from this list, please give us as much notice as possible.

FIREPIT

We will make the firepit for you and also light it as dusk starts to fall, or at the beginning of your evening reception.

FIRST AID

There is a first aid box in the utility area of the cottage. Any guest or supplier injuries should be reported to a member of Tournerbury staff immediately or the Estate number should be rung, which can be found on signs in the marquee catering area.

FLAMMABLES

Naked flames are not permitted on site at Tournerbury. The only exceptions to this rule are tea lights or candles in glass jars at least 1 inch taller than the candle itself (whereby if they are knocked over, the flame will extinguish) - these are not permitted inside the marquee or on the deck.

Fireworks and Chinese lanterns are not permitted on site at Tournerbury under any circumstances.

Sparklers may be used outside, but please ensure they are extra-long in length - these are much more fun for your guests, and a lot safer! Sparklers are used entirely at your own risk.

GARDEN GAMES

You are welcome to bring in garden games such as croquet, giant jenga, badminton nets etc etc. If you need to erect structures or stake anything into the lawns around the marquee, please speak to us in the first instance.

HAY BALES

If you require these either for ceremony seating or occasional seating in the grounds please let us know in advance. These are hired from a local farmer and the cost is on the Finishing Touches list. You are not permitted to bring in your own bales.

LAWNS

Please do not instruct or allow any of your guests or third party suppliers to drive vehicles across any of the lawn areas at Tournerbury. If they do so, and the lawns are damaged resulting in remedial work needing to be undertaken, you will be charged for such damage.

LIGHTING

The inside of the marquee is lit with professional theatre LED up-lighters. These are normally set to a 'warm white' wash effect but colours can be changed if desired. Please just ask a member of Tournerbury staff to do this for you.

The car parking areas, formal lawns around the marquee and Woods Cottage are lit at night by a mixture of white and orange sodium outside arc lights which are permanent fixtures in the trees. A member of Tournerbury staff will switch these on for you as it starts to get dusky. If you are staying overnight at Woods Cottage and have campers staying these will be left on overnight. Additional lighting is available on the Finishing Touches list if you want to really make the grounds and trees sparkle.

LINEN

Table linen is not included in your hire contract, and is the responsibility of you or your caterers. We do not stock linen on site, so it's always best to keep a couple of spares handy!

LOOS

We hire in a smart loo trailer from a company called "A First Class Flush" (which is included in your hire cost), which is suitable for up to 150 people over a 12 hour period - if you have over 150 guests (including evening guests), or campers overnight, you may need to consider hiring an additional or larger unit - please contact us for a quote.
This has two ladies cubicles on one side and one men's cubicle plus urinal at the other side. This is situated approximately 15 meters away from the marquee in the North Car Park. For yourselves and the closest members of your wedding party there is also an upstairs and a downstairs loo in Woods Cottage. Toilet tissue, hand soap and hand towels are provided but many couples also like to put small baskets of consumerables such as deodorant, female sanitary products, perfume, hand cream etc in the loos.

MARQUEE

If you require dimensions for measuring decorations, table plans etc, please let us know.

MIRROR

There is a full length mirror behind the door of the master bedroom in Woods Cottage.

MUSIC

Please refer to the "Music at Tournerbury" document attached. This should give you all of the information you require. If you or your entertainment suppliers have any further questions please do let us know.

PHOTOBOOTHS

You are welcome to hire in a photo booth - the best place for them is in the marquee to the left hand side of the band area (directly opposite you when you walk in the double doors of the marquee).

PROJECTORS

If you are using a projector and screen in the marquee, please make sure that you hire in a maximum Lumens projector as the marquee can be very bright inside especially on sunny days.

REFRIGERATION

If your caterers or bar are not bringing their own refrigeration, or if you are supplying your own drink or some of your own food and require refrigeration, we can hire in fridges & freezers for you. They are on the Finishing Touches list; please let us know in ample time so these can be provisioned for you.

REGISTRARS

If you are getting legally married at Tournerbury, Hampshire Registrars will usually arrive between an hour to 45 minutes before your ceremony time. They will base themselves in Woods Cottage and a member of Tournerbury staff will look after them and introduce you. They will normally set up at the kitchen table as this is where they usually conduct the interviews, seeing the Groom approximately 30 minutes before the ceremony time and the Bride approximately 15 minutes before the ceremony time. Please note that the Registrar is in charge when on site - they have to comply with the Marriage Act and ensure that your legal ceremony is conducted in a dignified manner and as intended by the Marriage Act. Please note that under the Marriage Act, food and drink are not allowed in the ceremony area prior to or during the legal marriage ceremony.

SEATING

You have hired chairs for up to 150 people dining in the marquee. You have not hired outside seating for your ceremony if you are undertaking a legal or non-legal marriage ceremony on site. The dining chairs in the marquee may not be taken outside the marquee. Please let us know which seating option you require for an onsite ceremony, whether it is no seating at all, hay bales or outside seating. These are on the Finishing Touches list. We do not charge a ceremony fee, but cover the cost of holding ceremonies on site through the rental of chairs or hay bales.

SECURITY

If you are leaving valuable items in the marquee at any time, please do be aware that it is impossible to secure a marquee and whilst incidences of theft are extraordinarily rare at Tournerbury, please do think about this - your goods (and your third party suppliers' goods) are your responsibility.

SITE ACCESS (VIA FARMYARD)

When arriving at or leaving Tournerbury we politely ask that you and your guests are considerate of our neighbours and wildlife. Please drive carefully and slowly through the Woods and the farmyard. Do not sound horns or have loud music playing in vehicles, and at night, please dip vehicle headlights when travelling through the farmyard. We have also reminded taxi firms to do the same.

SIGNAGE

You are welcome to put signs along the track to the marquee on our land. Our land starts at the wooden gate at the entrance to the woods after you have travelled through the farmyard. Please adhere to the general decorations rules of not using sticky tapes and nails / screws / pin tacks on trees. Signs on stakes banged into the ground are fine. Signs in or before the farmyard are strictly not permitted.

SMOKING & VAPING

Smoking and vaping must be contained to only the designated smoking area signposted (next to the firepit).

SOUND

Whilst Tournerbury may feel very remote, we do have residential neighbours and therefore have an inbuilt sound system in the marquee to reduce noise in the surrounding area. Please ensure that yourselves, your guests and your entertainment providers do not bring additional amplification onto site as you will be asked to take it away. Please refer to the "Music at Tournerbury" sheet attached, and please email this pdf onto whoever is supplying your entertainment whether it is a band, a booking agency, a DJ or friends or family.

SPEECHES

Whether or not you use a microphone for speeches is somewhat determined by the nervousness and clarity of the speakers and the size of the audience. For weddings up to approx 70 guests, microphones are not normally needed. Between 70 and 100 guests, a microphone is recommended but not entirely necessary if all the speakers are very comfortable with public speaking. With weddings with guest numbers over 100 it is normally advisable to have a microphone. We can hire in a wireless microphone and receiver set and rig it for you if required, it is on the Finishing Touches list.

SUPPLIERS

Tournerbury gives you virtually complete freedom to choose your suppliers for your wedding day, unlike the majority of venues where you have to make do with their preferred or in-house supplier lists. In order to make sure your day runs very smoothly, please make sure your suppliers are aware of timings and things like electricity supply and water supply etc and have received the relevant PDF for entertainers or caterers / bar companies.

TABLES

You have hired tables for dining for up to 150 guests. This does not include tables for caterers prepping, setting up a bar etc. Please check with your caterers / bar to see if they require trestle tables or if they are bringing their own. If they do require them please let us know as part of any Finishing Touches items you need and we will organise them for you.
The round tables are standard 6ft across banquet tables. The trestle tables we hire in are 6ft long by 2ft 6 inches wide. The round tables seat between 8 minimum and 12 maximum. Trestle tables can seat 6 minimum and 8 maximum.

TAXIS

All local taxi companies will come down to Tournerbury but please let your guests know that they need to book taxis. Your guests will really struggle to get taxis on Hayling Island if they have not pre-booked.
Local taxi companies are –
C Cars – 02392 468888 / Andi Cars 02392 350 350 / Aqua Cars 02392 654321
Postcode for your guests to give taxi companies is PO11 9DL (The Tournerbury Woods Estate, through Tournerbury Farmyard).
Taxi companies will hire you an 8 or 10 seater minibus with driver for a couple of hours e.g. from 10:00 to 12:00 to do shuttle runs to local hotels and B&B's on the Island. This is well worth looking into and booking to make your guests return to their overnight accommodation much easier.

TEMPORARY STRUCTURES

You are welcome to erect additional structures such as wedding arches, gazebos etc but please check with us before doing so. If you want additional gazebos for chill out areas, or for caterers to use, we have some of these on the Finishing Touches list that can be set up for you.

TIMINGS

In order for Tournerbury to run smoothly for both you and for other guests either side of your hire periods, please note the following:

If you have booked Tournerbury for single day hire or single day plus the night at Woods Cottage you and your suppliers can arrive anytime from 8am on your hire day - the marquee will be ready for you. For Woods Cottage timings please refer to the section titled Woods Cottage below

If you have booked single day hire only, then you are required to leave site as soon after midnight as is practicably possible and you must have vacated the marquee (along with your suppliers) by 1am. Our contract cleaners start cleaning the marquee overnight from 1am and all guests, suppliers, supplier's equipment and waste must be out of the marquee by this time. Items may be locked away in cars/vans to be picked up later that morning.

If you have booked Woods Cottage for the night of your wedding (with or without campers), your departure time is by 10am the following morning - please note, the above timings still stand for all areas other than Woods Cottage.

Where there are no bookings on the day before your wedding, you are very welcome to come into Tournerbury to set up early, free of charge, but we can only let you know that for certain 7 days beforehand. If there are no bookings on the day before your wedding and you want to guarantee additional time, or likewise on your departure day you want a later leaving time, please ask us for pricing and availability.

TOWELS

Hand towels and bath mats are provided at Woods Cottage but large bath towels are not. If you are staying at Woods Cottage overnight or if you are getting ready at Woods Cottage you need to bring your own large towels.

US - CHRIS, ALICE & LUCY

There is at least one member of staff on the Estate throughout your wedding, and they can be reached on the venue manager phone number which will be on the catering area wall of the marquee. Please note that whilst you will possibly have only dealt with Chris & Lucy from enquiry to wedding day, it is sometimes impossible for us to be there on the day. In this instance, you will be left in the capable hands of a trusted staff member who will have been fully briefed by us on everything they need to know in order to make your day run smoothly.

VIOLENCE & ABUSE

We have a zero tolerance approach to both of these. In the very unlikely event that any violence breaks out whilst your guests are at Tournerbury we will ask them to leave site immediately and you will forfeit your security deposit. If they do not we will call the Police and the party will end immediately. We will not tolerate aggressive or abusive behaviour (either verbal or physical) towards Tournerbury staff or amongst guests.

WASTE

Most weddings generate a considerable amount of waste. You will need to discuss with your suppliers regarding their waste, and who will be responsible for disposing of it. Waste must not be left overnight in the marquee or the grounds, as, even if it is bagged up, it attracts all kinds of wildlife, leading to a substantial clearance job in the morning. Any waste that is on site overnight must be locked in cars or vans to be taken away the following morning. Waste that is left in the marquee or grounds after 1am will be disposed of by our cleaners and this will be charged at the rate per bag on the Finishing Touches list. Skips are not permitted on site at Tournerbury.

WATER

There is mains tap water about 5 meters from the marquee at the catering end of the marquee.

WI-FI

There is Wi-Fi at Woods Cottage but not up at the marquee. However there is generally fairly good 3G and 4G mobile reception at and around the marquee.