

CastleGate Wedding FAQ's

Thank you for choosing the CastleGate for your special day. We want to help you organise your wedding reception and make your day run smoothly. Below are some frequently asked questions which may help answer some of your queries....

* **When can we set up our wedding?**

As part of the wedding package, we will give you access to the Turbine Hall the day before your wedding without additional charge. This is to enable you decorate and set up the room. However, this is only if it is available in our diary *at the time of booking*. **Please note:** if the room is not available the day before, there is no discount offered.

* **How much do you need to know about our plans?**

Please ensure the Wedding Details Form is fully completed in the run up to your wedding and all supplier details are included. This will be emailed to you closer to your wedding date. Although you have booked directly with suppliers yourselves, we liaise with all of them prior to your wedding day. This is so that every detail of their provision is clear and we know what they need and what their timings are (both arrival and take down). We want to ensure efficiency on the day for you. We will also need a copy of your floor plan in order to get the tables and chairs ready for your arrival.

* **We want to use caterers for our food on the day. Is that ok?**

As part of our Blank Canvas Package, you are able to use the caterers you wish. However, use of the catering kitchen is not part of the wedding package. Caterers/others wishing to use the kitchen **must** be licensed and **must** provide the CastleGate with a copy of their insurance no later than 1 month prior to the date of the wedding in order to use the kitchen. Failure to do so may result in them/you being unable to access the kitchen on the day.

* **What time can we come in to set up?**

The CastleGate Event Manager will inform you of the times you are able to come in (start and finish) for your set up. We advise coming in as early as possible on the set up day.

* **Are there any restrictions to what we'd like to have in the Turbine Hall?**

Open flames (for example candles, tea lights, lanterns) are not allowed in the Turbine Hall as stated in our Terms and Conditions, unless written agreement is obtained from a member of the CastleGate Event Team. Some items may require additional insurance so please discuss your ideas with the Event Manager before making any arrangements. We cannot be liable for deposits paid on equipment hire that cannot subsequently be accommodated.

* **How late can we stay?**

Last orders for the bar are at 22:45 and your wedding *must* be finished at 23:00. Guests must all be gone by 23:30 and you have until midnight to completely vacate the premises. This is non-negotiable and is a requirement of our Premises Licence Agreement with Newcastle City Council.

* **What if I've forgotten something?**

Due to the package being a 'blank canvas package' and the CastleGate having a small team, we cannot add extras which is why we need to have your floor plan in advance.

Any short notice needs/forgotten items can be asked for on your set up day, but are not guaranteed to be provided. Extras, such as teas and coffees, should be agreed with your suppliers prior to the day as CastleGate staff cannot provide this.

* **Who is responsible for clearing up the Turbine Hall?**

Decoration clear up must be done by the Bride and Groom and/or their family and friends that they have asked to help on the evening, unless otherwise agreed by the CastleGate Events Team (see storage section below). This must be finished by 24:00 at the latest.

Suppliers of large or numerous items such as dance floor, illuminated stage letters, crockery, glass ware etc. will need to liaise with the CastleGate Events Team regarding collection of their equipment.

The CastleGate Clear Up Team will come in once the event has finished, at 23:00, to clear away the tables, chairs and table cloths.

* **Can we store our decorations and equipment, instead of taking them away on the day?**

We have limited storage so every attempt should be made to ensure all items, hired or otherwise, are removed by the end of the event. If this is an issue, you must talk to a member of the CastleGate Events Team as soon as possible.

Storage is not offered as part of the package as we have a limited amount of storage space available for you. Please discuss this with the Event Manager prior to the day if this is something we need to help you with. We will need to know how much you need to store and you will be responsible for packing up decorations and placing them in the storage as part of the clearing up process.

The time of collection of any stored items must be arranged and agreed with the CastleGate Event Manager in advance, so that access to the Turbine Hall is not compromised by other bookings.

* **What about our rubbish?**

Suppliers are expected to dispose of their associated waste unless otherwise agreed with the CastleGate Events Team

CastleGate staff will remove any other waste but there may be an additional charge should it exceed a reasonable amount (e.g. more than 30 black bin liners).

* **When do we have to pay by?**

You will be invoiced once you have confirmed a date with us. This must be paid within two weeks to confirm your booking. You will then be invoiced for the remainder of the balance which must be paid no later than a month before the wedding.

* **Can we have our ceremony here?**

The CastleGate do not host ceremonies of any kind.

* **Where can we park?**

There is on street parking which is metered from 8am-6pm. There is also the Quayside Multi Storey Car Park, Newcastle upon Tyne NE1 3RF or Manors Multi Storey, City Rd, Newcastle upon Tyne NE1 2BE close by.

* **Can we use your sound system?**

Our "Blank Canvas Package" allows you to use microphones for speeches, have access to our projector and screen (powerpoint/photos/video) and plug in a laptop/phone/mp3 to play music. Anything other

than this ie. having a band that needs to plug into our sound system will require a technician (which we provide). This will be at an extra cost of £175.

* **Suppliers:**

The CastleGate Event Team will be in touch with all your suppliers to confirm arrival times, their requirements and pick up times.

* **Event end:**

The wedding/event must be finished at 23.00. This is non-negotiable as part of our premises licence agreement.

* **Pick up:**

Please discuss with the CastleGate Event Manager to find out when you can pick it up anything that is left in storage as the storage is not accessible when the Turbine Hall is in use.