

HedSor

***CUSTOMER-APPOINTED SUPPLIER
GUIDELINES***

YOUR SUPPLIERS

We maintain a carefully selected list of preferred suppliers, all of whom have been thoroughly vetted to ensure their documentation is valid, up to date, and compliant with our requirements. Please see [link to our list](#).

However, if it is necessary to engage a non-preferred supplier, please ensure that they review this guidance and provide all relevant documentation. You should also confirm that they hold an appropriate level of insurance cover.

Please note that it remains your responsibility to verify the adequacy of Public Liability Insurance for any customer-appointed suppliers and to ensure that it meets the required standards.

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GENERAL GUIDELINES

GENERAL: ACCESS AND DEPARTURE (INC. SET UP)

ACCESS AND DEPARTURE

Access is available from 10:30am.

Departure must be within two hours of the event finishing.

No early access or deliveries are permitted unless authorised in advance.

ARRIVAL AT THE HOUSE

Upon arrival, introduce yourself to the Duty Manager to confirm timings and receive positioning details for the day. Use the black phone in reception to contact the Duty Manager, if they are not present.

You can familiarise yourself with the house ahead of the day using the virtual tour on our website, hedsor.com.

FACILITIES

The staff toilets and changing rooms are located in the basement by the loading bay. The toilet by the Hedsor offices is NOT for staff use.

There are separate facilities for men and women.

PARKING

Please park all personal and company vans in the lower car park (please follow signage).

Please ensure not to park in the designated residents only bays, and do not block the entrances or exits to the car park/cow field.

The back of the main car park can be used if the lower

car park is full.

Do not leave vehicles parked at the front of the house unless actively loading or unloading.

Do not leave vehicles parked in the loading bay at the back of the house unless actively loading or unloading.

LOADING AND UNLOADING

The loading bay is located at the back of the house for all deliveries.

Larger items, including tables can be delivered by parking at the front of the house on the gravel and bringing items via the Sunken Garden entrance.

If you would like to use the Hedsor goods-in ramp, RAMs must be submitted to your Hedsor contact before arrival.

Loading/unloading can only take place at the front of the house with permission in advance from the Duty Manager.

TRANSPORTING TROLLEYED EQUIPMENT

Use the Sunken Garden and Willingdon Bar for trolleyed equipment.

Cover floors and carpets with mats at entry points and along routes for wheeled equipment, especially in poor weather.

USE OF ALEXANDER DRIVE

No vehicles are allowed to the Church using Alexander Drive (the woodland path).



GENERAL: ESTATE AND GARDEN ACCESS

SUNKEN GARDEN GUIDELINES

- Access to the Sunken Garden will be restricted after indoor music begins (around 7 pm).
- The Duty Manager can control the automatic fire doors in the Willingdon Bar, locking them to prevent guest access.
- The Duty Manager will have a key/fob for disabled access and supplier entry.
- There should be no drinks reception in this space.



SOUTH LAWN GUIDELINES

Wedding Ceremonies

- Weddings of up to 150 people can be held on the South Lawn. Microphones are allowed for vows and readings.
- Only use Chiavari chairs on the South Lawn.

Permitted Instruments

- Only low-level acoustic or stringed instruments are allowed for the ceremony and post-ceremony entertainment. No drums, percussion or mics.

Amplified Music

- Allowed by permission only, following strict guidelines on speaker positioning and decibel levels.

Roving Musicians

- Permitted, but no drumming or percussion other than for religious purposes. Get permission in advance from the Duty Manager.



REMAINDER OF THE ESTATE

- There is no access permitted to the estate beyond the main house and immediate gardens.
- You may go to the church via Alexander Drive but this route is for walking only. If you need to drive, you will need to use the alternative route.
- There should be no walking up the drive. Please only walk as far as the cow field. Photography should not take place on the wider estate. There is strictly no access to the cow field.



GENERAL: SET UP AND BREAKDOWN, HEALTH AND SAFETY AND EQUIPMENT

SET-UP, HEALTH AND SAFETY AND PROTECTION

HOUSE PROTECTION

Protect the house's fabric during setup, the event, and de-rig, especially when loading and unloading equipment.

FRONT STEPS

No ramping or loading through the front doors. The steps are fragile and listed.

FLOOR AND GROUND COVERING

Use floor coverings or rugs where equipment is placed, including grass areas for barbecues and flagstones on the patio in the Sunken Garden and South Terrace.

CENTRE HALL PROTECTION

The Centre Hall rug should be lifted and rolled away using the equipment provided & stored in the Library for the duration of the event, under the Duty Manager's supervision.

Protect the wooden floor with underlay before laying a dancefloor down.

Floor coverings are required behind bars and food stations.

GRASS PROTECTION

Use tracking for vehicles driving over grass to deliver or pick up marquees/fairground rides. If tracking is not

used and damage occurs, turf replacement costs will be charged to the supplier.

MARQUEE ERECTION

Follow procedure to protect the grass.

Place stakes away from drains and electric cables, and restore any holes immediately after the event. Stakes should not exceed 600mm in depth.

HEALTH AND SAFETY

Respect Hedsor's commitment to cleanliness and safety.

Do not use equipment if it is faulty.

Immediately report any health and safety incidents or concerns to the Duty Manager.

Follow the Fire Procedure (listed in General: Fire Procedure).

EQUIPMENT

EQUIPMENT STORAGE AND SETUP

- Store your equipment in the Band Room/Crew Room or the Library as directed by the Duty Manager.
- Ensure these areas are kept tidy.

ELECTRICITY

All equipment used on-site must be PAT tested. Hedsor reserve the right to spot-check equipment on-site.

There are 13 AMP power sockets throughout the house.

To prevent power outages and equipment failure, please avoid overloading sockets and limit extension cable and multi way plug use.

3-Phase power outlets can be made available for your use. Please request these in advance.

There are 6 x 13 AMP plugs available for use at the front of the house (outdoors).

If using electricity from the house for outdoor equipment, it must be RCD protected.

EXTERNAL LIGHTING

Ensure external lighting is placed at least half a metre from shrubbery and hedges.

CLEAN UP AND BREAKDOWN

POST-EVENT CLEAN UP

Leave the house tidy and return all Hedsor House furniture to its original location. The Duty Manager will confirm proper placement before departure.

If any cleaning equipment is required; Hedsor can provide a cleaning kit which will be chargeable. If required please ask the DM. The cleaning kit can be taken away after use/purchase.

In general, and unless otherwise specified and agreed, all equipment, decor and rubbish must be cleared and taken away with you at the end of the event.

Caterers may use the bins at the back of the house for rubbish and recycling. Food waste must be taken offsite by caterers.

GENERAL: STAFF EXPECTATIONS

ACCESS AND PARKING

See section *General: Access and Departure (inc. Set Up)*.

HEALTH AND SAFETY

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

CLEAN UP AND BREAKDOWN

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

STAFF CHANGING AND EATING AREA

- Staff changing rooms and eating areas are on the lower ground floor past the Band Room.
- Responsibilities: Staff are responsible for their possessions.

BAND AND CREW ROOM

The Band Room is located in the basement, along the corridor near the loading bay.

The Crew Room is located in the basement opposite the changing rooms.

STAFF GUIDELINES

- Event-appropriate clothing must be worn.
- Waitstaff should wear clean, ironed uniforms, black socks/tights and polished black shoes.
- Grooming: Neat hair, no bright dyes, minimal jewelry, clear nail polish.
- Staff are not permitted to eat, or use phones in front of guests (unless required as part of their role).
- Staff are never permitted to drink alcohol while on duty.
- Smoking is only allowed behind the maintenance hut on the basement level.

DRINKING WATER

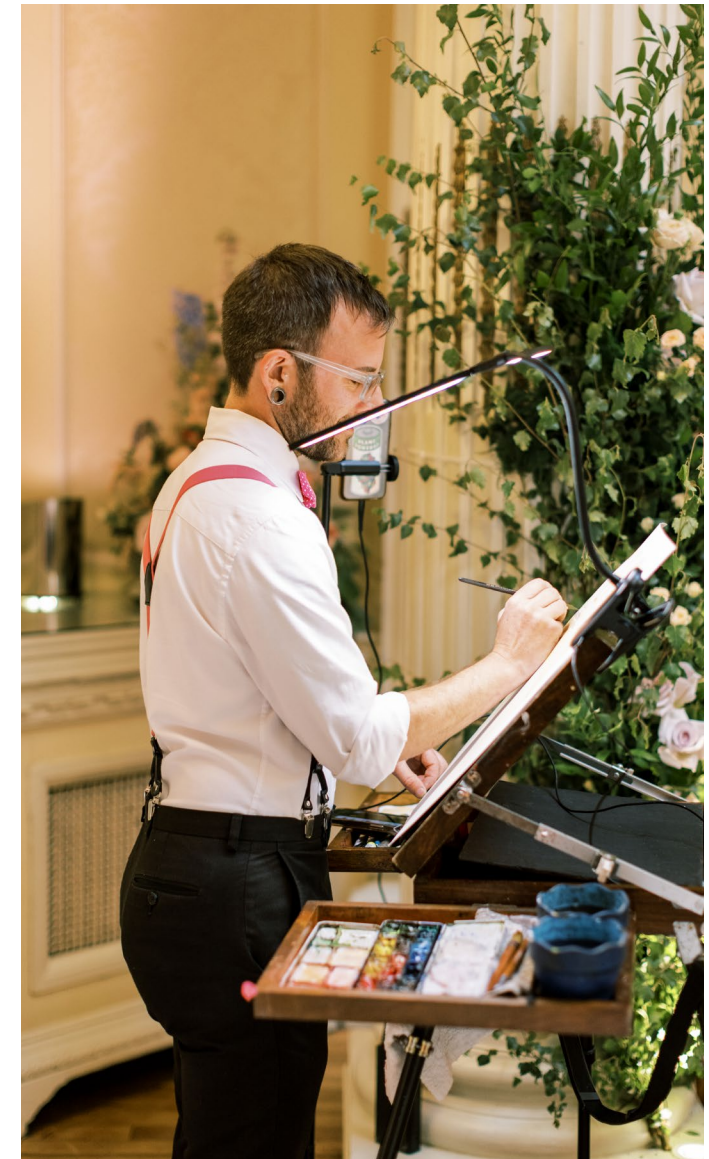
A water purification system is available in the Gold Room Kitchen for you to use.

SUPPLIER MEALS

Band and band crew members should eat their supplier meal in the designated Band or Crew room on the basement level.

Other suppliers receiving a supplier meal (such as videographer or photographer) may eat this on the ground floor in the Willingdon Bar or Library, as directed by the Duty Manager.

If you've been provided a supplier meal, ensure your plates are cleared away!



GENERAL: FIRE PROCEDURE

1 / IDENTIFYING FIRE EXITS

Fire Exits are clearly marked by signs throughout the house. If it is your first time at the house, ask the Duty Manager to show you where the exits are.

2 / DISCOVERING A FIRE

Immediate Actions:

Sound Alarm: Sound the alarm by breaking the glass at the nearest fire alarm call point.

Alert Staff: Upon discovering a fire, alert a member of Hedsor House staff (Duty Manager) immediately, if safe to do so.

Do not attempt to fight a large fire. Only use a fire extinguisher if trained.

3 / FIRE ALARM EVACUATION

If the fire alarm activates during an event:

Follow signs: Leave the house immediately by following the Fire Exit signs.

Do not delay: Do not stop to collect personal belongings.

Assistance: The fire evacuation process will be conducted by the Duty Manager.

4 / FIRE ASSEMBLY POINT

We have two fire assembly points. Upon hearing the alarm, you should evacuate to the closest point to your current location.

Ground, first and second floor: The designated fire assembly point is at the very far end of the main car park, next to the urn.

Basement: The designated fire assembly point is in the Lower Car Park, located opposite the Clockhouse.

5 / REPORTING AT THE ASSEMBLY POINT

Upon reaching the fire assembly point, report to the Duty Manager.

Suppliers are responsible for the wellbeing and safety of their staff.

6 / RE-ENTERING THE HOUSE

Do not re-enter the house until the Duty Manager or Fire Brigade confirms it is safe.

7 / USING FIRE EXTINGUISHERS

Small fires: fire extinguishers are located throughout the house. They can be used for small fires where it is safe and possible to do so (in case of emergency).

Only use a fire extinguisher if you are trained to do so.

GENERAL: COMPLIANCE GUIDELINES

INSURANCE AND LIABILITY

Public Liability

- It is your responsibility to ensure your chosen supplier has adequate Public Liability Cover (PLI). Please consult the table below for our recommended minimum amounts.

Supplier Types	PLI Recommended
Catering (e.g. food trucks), structural installations (Mandaps/ large arches), drone operators, childcare providers, production	£10 million
Floristry	£5 million
Other services (including cakes, photography, videography, hair/makeup, entertainment, DJs, photobooths, transport, celebrant)	£2.5 million

Employee Liability: Have adequate insurance based on the number of employees the company has.

FIRST AID PROVISION

Suppliers should ensure adequate first aid provisions are brought to Hedsor for their teams whilst they work onsite. Staff should be made aware of where they can access these provisions.

LICENCES AND SAFETY

Applicable Licences

- Ensure all necessary licences are in place, including performance licences and any other relevant permits.

Personal Licence

- Catering staff serving alcohol must hold a personal licence or be authorised to do so by the personal licence holder.

Food Hygiene and Safety

- Caterers must adhere to food hygiene and safety standards, with a 5* "scores on the doors" rating. Ensure all food handlers are trained and certified in food hygiene and allergen awareness.

CERTIFICATIONS AND TESTING

PAT Testing

- All electrical equipment must be PAT tested with current and valid certification.

Certificates

- Provide copies of all relevant certificates, including PAT testing, insurance, and any other applicable certifications. Hedsor reserve the right to ask for these at any time.

RISK ASSESSMENTS AND SAFETY MEASURES

- Submit RAMS documents detailing safety procedures and risk assessments for your activities on-site. This should be submitted in advance to Ops or your Hedsor contact.
- Follow all health and safety guidelines provided by Hedsor House and ensure all staff are aware of emergency procedures.

NON-COMPLIANCE

Non-compliance with any Hedsor guidelines could result in charges for additional equipment, damages and staffing.



CAKE



CAKE GUIDELINES

ACCESS

See section *General: Access and Departure (inc. Set Up)*.

You may access from the front doors.

HEALTH AND SAFETY

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

Display food safety certificates if required by the Duty Manager.

CAKE DELIVERY AND SETUP

- Deliver the cake directly to the designated setup area as specified by the client.
- Use appropriate transportation methods to ensure the cake arrives intact and in perfect condition.

- Set up the cake on the provided cake table, ensuring stability, or in the location specified by the client.
- When setting up, use protective coverings for the carpet to prevent any damage or stains.
- Ensure the cake stand and any decorative elements are securely positioned.

CLEAN UP AND BREAKDOWN

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.



PHOTOGRAPHY AND VIDEOGRAPHY

PHOTO/VIDEO SUPPLIER GUIDELINES

ACCESS AND PARKING

See section *General: Access and Departure (inc. Set Up)*.

HEALTH AND SAFETY

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

CLEAN UP AND BREAKDOWN

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

STAFF EXPECTATIONS

See section *General: Staff Expectations*.

Please introduce yourself to the Duty Manager on arrival. They will be able to go through the timings of the day with you.

HOUSE RULES

Please leave the house as you found it, especially returning any furniture you've moved.

Do not close the curtains in the Ballroom. They are decorative and are meant for styling only! The blinds may be lowered if needed.

Due to uneven ground, please speak to the Duty Manager if you plan to shoot in the Sunken Garden at any point. Guest numbers should be limited where possible.

DRONES AND AERIAL WORK

Drone operators, including those conducting aerial photography, must provide the following documentation before use at Hedsor:

- Proof of Permission for Commercial Operations (Formerly PFAW): Issued by the Civil Aviation Authority, this document proves the operator is qualified to fly drones commercially and safely.
- Copy of Public Liability Insurance.
- Operator and Flyer ID.

Non-Standard Flight Permission: Required if the drone weighs over 7kg. Since Hedsor is in controlled airspace, operators need permission from London Air Traffic, and potentially from Heathrow Air Traffic Control.

All drone use must be authorised in advance by the Wedding Specialist. If requested on the event day, the Duty Manager must also authorise.

Hedsor is not responsible for arranging retrieval of a lost drone on site.

CONTENT CREATION

Hedsor may occasionally arrange for content creation to take place at a wedding or event, using their own staff/freelancers to capture the footage. We will endeavour to alert the photography and videography suppliers in advance, and we will only film with the couple's blessing.



DECOR, INC. FLORISTRY AND CANDLES

FLORISTRY GUIDELINES

ACCESS AND PARKING

See section *General: Access and Departure (inc. Set Up)*.

EQUIPMENT

Bring all necessary equipment and inform the Duty Manager of collection timings and contact details.

RESPONSIBILITY

Florists must light candles and move arrangements, such as arches, after the ceremony, unless otherwise arranged.

Ensure wicks are pulled up and provide a long-handled lighter.

See section *Decor: Candle Guidelines*.

PROHIBITED ITEMS

Incense, oil burners, rose petals, and confetti are not allowed unless contained in a vase, lantern, or container.

Biodegradable confetti can be thrown in the long grass on the South Lawn.

PROTECTIVE MEASURES

Florists must use protective matting when arranging flowers inside and clean up any mess made.

END OF EVENT

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

All floral arrangements must be broken down and removed by the florist the night of the event.

If previously arranged, the Games Room can store displays for couples to take the next morning.

RUBBISH REMOVAL

All rubbish, foliage, and petals must be cleared after setup and disposed of properly.

Florists should bring vacuum cleaners, dustpans, brushes, and bin liners.

COLLECTION

Florists must return in the evening to collect all items.



CANDLE GUIDELINES

OPEN FLAMES

- Not permitted anywhere in the house, including on the ground in any format.
- All real candles must be enclosed in glass during the wedding breakfast. The glass should be taller than the flames.

LANTERNS AND GLASS VASES

- Must be tall enough to fully enclose flames.
- Faux candles are recommended, especially outdoors to prevent wind from blowing out flames.

CANDELABRAS

- Must be sturdy and used only during the wedding breakfast.
- Candelabras must only use faux candles.

BATHROOM CANDLES

- Not allowed as they trigger smoke alarms.

INDIVIDUAL AND SCENTED CANDLES

- Allowed if the vessel encloses the flame.

- Tea light holders and taper candles must have a glass sleeve.
- Scented candles must be contained, with the flame positioned below the top edge of the vessel. Suggest to the couple to pre-burn several centimetres of the candle so the flame is lower than the glass vessel.
- Incense and oil burners should be agreed in advance.

STAIRWELL AND AISLE CANDLES

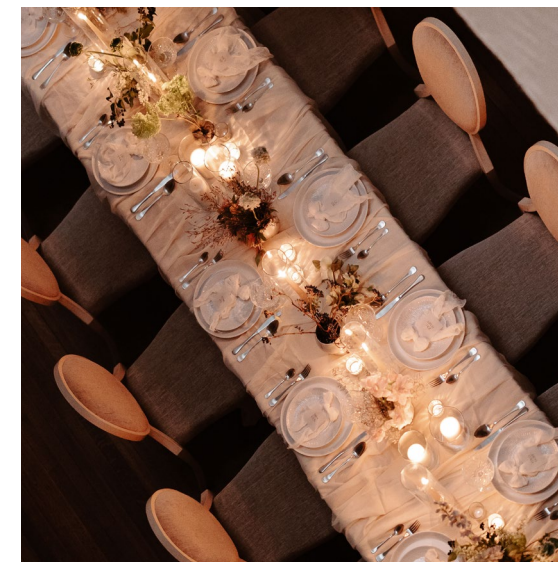
- Real candles are not allowed for safety reasons.

FLORIST RESPONSIBILITIES

- Florists must light candles and move arrangements unless otherwise arranged.

SKY CANDLE LANTERNS, FLOATING LANTERNS AND BALLOON RELEASES

- Not permitted at Hedsor House.



DECOR GUIDELINES

ACCESS AND PARKING

See section *General: Access and Departure (inc. Set Up)*.

HEALTH AND SAFETY

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

If loading via Hedsor ramps, RAMs must be completed prior to use.

CLEAN UP AND BREAKDOWN

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

EQUIPMENT AND STORAGE

- All equipment must be PAT tested and have current certifications.
- You may store your equipment in the Library or the Willingdon Bar area when it is not in use.

STAGES

- You must report to the Duty Manager on arrival to discuss set up and placement of the stage.
- Please confirm dimensions and the plan before building commences.

GROUND PROTECTION

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

Take special care when setting up and dismantling to avoid scratching or marking surfaces.

POST-EVENT CLEAN UP

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.





ENTERTAINMENT

PRODUCTION GUIDELINES

ACCESS

See section *General: Access and Departure (inc. Set Up)*.

CLEAN UP AND BREAKDOWN

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

HEALTH AND SAFETY

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

- If using Hedsor ramps to load in, RAMs must be completed prior to use.

EQUIPMENT AND STORAGE

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

- All equipment must be PAT tested and have current certifications.
- Store your equipment in the Library or the Bar area when it is not in use.
- Use protective mats and coverings to prevent damage to the floors.

DANCE FLOORS

Underlay Requirement

- All dance floors must have an underlay to protect the hardwood floors and be secure.
- The carpet must be rolled up and stored away properly during the event - Store in the library

Vinyl Dance Floors

- Ensure the sticky side does not damage our hardwood floors - it cannot leave residue behind.

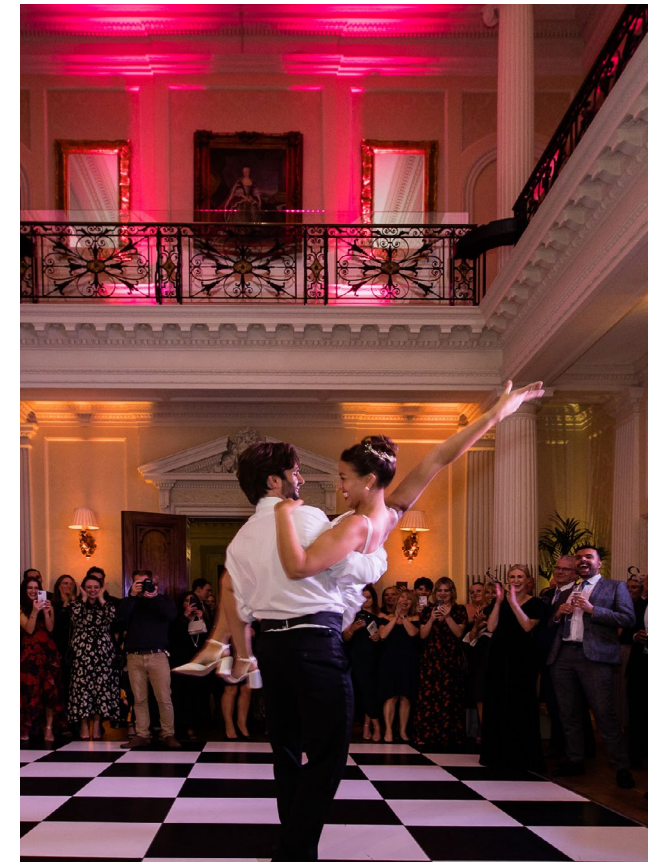
LIGHTING

- Ensure all lighting fixtures are securely mounted and do not pose a hazard.
- Regular tape must not be used on our wooden floors to fasten anything. Low tac tape can be used if agreed in advance.
- Loose wires should be covered with cable management.

FLOOR AND GROUND PROTECTION

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

Take special care when setting up and dismantling to avoid scratching or marking surfaces.



ENTERTAINMENT AND MUSICIANS

ACCESS

See section *General: Access and Departure (inc. Set Up)*.

CLEAN UP AND BREAKDOWN

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

CHANGING AREAS AND MEALS

See section *General: Staff Guidelines*.

- Bands may only eat in the Band Room or the Crew Room.
- Ensure that these areas are left clean and tidy after use. If you have been allocated a supplier meal, it is your responsibility to ensure that your plates are cleared away.

HEALTH AND SAFETY REGULATIONS

See section *General: Set Up and Breakdown, Health and Safety and Equipment*.

See section *Production and Entertainment: Production Guidelines*.

EQUIPMENT STORAGE AND SETUP

- Store your equipment in the Band Room/Crew Room or the Library as directed by the Duty Manager.
- Ensure these areas are kept tidy.
- Use protective mats and coverings for all equipment to avoid scratching or marking surfaces.
- All drum kits must use protective underlay to prevent damage to the floor.

MUSIC AND INSTRUMENT GUIDELINES

- Only low-level acoustic or string instruments (e.g., harps, acoustic guitars) are allowed in the gardens.
- Ensure all instruments are securely set up and do not pose any hazards.
- Avoid placing any equipment directly on the floors without protective covering.

NOISE CONTROL

Amplified Music & Noise Control

- Outdoor amplified music is by permission only and must follow strict guide.





We're always here to help.

If you would like more information about anything in this guide, or have questions, don't hesitate to contact us on info@hedsor.com or call us on 01628 819050.