



CROWN HALL
FARM

Information for **EXTERNAL SUPPLIERS**

WE LOOK FORWARD TO WELCOMING YOU TO CROWN HALL FARM

We understand the significance of seamless collaboration in order to deliver exceptional service for our customers.

Your role is pivotal, and we are committed to facilitating a smooth and enjoyable experience. This guide should give you the information needed to navigate our venue seamlessly, ensuring success for all of us.

The first part of this document is relevant for ALL external suppliers. Following this, there is additional information depending on the service you are providing.

If you have any further questions please reach out to us.

We look forward to you joining us!



NEXT



WHAT WE NEED *from you*

For external suppliers joining us on site at our venue, we will require:

- **Arrival Date & Time:** Please share your intended arrival date and time to facilitate smooth coordination. Standard access is from 10am on the day of the event. We may be in touch if we need to work out alternative arrangements.
- **Public Liability Insurance:** Kindly provide a copy of your insurance documentation. We require a minimum of £5 million public liability insurance. This is non-negotiable. It is possible to day out 1-day cover if you do not have this already.

Depending on the nature of your service, you may also be required to provide:

- **PAT Certificates:** If you plan to use electricity on site, we request copies of the relevant Portable Appliance Testing certificates.
- **Risk Assessment:** Depending on what you are providing on the day - usually applicable for activities or games.

PLEASE NOTE: If your services involve items that require collection, as standard, everything must be cleared from the venue by midnight. We do not have the facility to store items for collection the next day.

If this causes a problem, please discuss with us directly. Failure to coordinate with us on this, may result in items being moved outside of the venue without your guidance.

We appreciate your attention to these details, and should you have any questions, do not hesitate to get in touch.



LOCATION, PARKING & ARRIVALS

Location:

Crown Hall Farm is situated at Dozens Bank, West Pinchbeck, Spalding, PE11 3ND.

Our What3Words are: **///tent.arch.zebra**

We are positioned on a main road, but secluded behind a wall of tall conifers, so it's easy to miss us, especially as the Sat Nav will take you further down the road!

If you are coming from the direction of **Bourne** you will pass a cattery on your left. We are slightly further on your right.

If you are coming from **Spalding** you will see a "Lake Ross" sign on your left, we are not much further.

There is a black gate with a gold crown at our entrance, next to a lovely willow tree.

Once through the gates, please go past the main house, warehouse and black barn, and follow the signs to the car park.

Unloading/Parking:

You must drive at 5mph at all times on site.

The grassed overflow car park has a specialised surface so is safe for vehicles and gets you closer to the marquee.

Most suppliers have the convenience of driving close to the slate-covered walkway, facilitating easy unloading at the first marquee door.

We kindly request that you refrain from walking on the grass and straight into the marquee, as footprints may be transferred into the event space.

Bands and musicians are advised to unload at the second marquee door, as it is closest to the designated setup area.

After unloading, we request that all vehicles be parked at the back of the overflow car park to ensure efficient traffic flow and accessibility.

Arrival:

Upon your arrival, a dedicated member of our team will typically be present in the marquee to assist and guide you.

In the event that no one is immediately available, please call 01733 442025 and someone will promptly come to meet you.



SITE MAP



1 Marquee Door 1
2 Marquee Door 2

1 Fire Assembly Point 1
2 Fire Assembly Point 2

HEALTH & SAFETY

Fire Procedure:

In the event of a fire, the safety of everyone on site is our top priority.

If you'd like a copy of our full fire procedure - please let us know and we can provide this.

In summary, if you discover a fire, please promptly report it to a member of the Crown Hall Farm team. In response, we will immediately cease any ongoing music and make a public announcement.

For your safety, leave all belongings behind and calmly proceed to the designated fire assembly point. *See the map on previous page for reference.*

Smoking:

Please be aware that our warehouse, black barn, and marquee are highly flammable areas, and as such, smoking is strictly prohibited near these locations.

Ensure you are clear enough away from the above areas. Please ask a member of the team to help locate a suitable area if needed.

First Aid:

Please familiarise yourself with posted health and safety notices throughout the premises.

In the event of an accident or injury, promptly advise the Event Manager and record details in the on-site Accident Log. Include the date, time, and nature of the incident.

Alcohol:

Our bar is open during events and suppliers are welcome to purchase soft drinks or hot drinks directly from us.

We do not provide complimentary drinks or alcohol for working suppliers.

Alcohol should only be consumed once your duties are complete and with the couple's permission. Professional conduct is expected at all times while on site.



Weil's Disease:

Given our venue's farm setting, we feel it's essential to highlight **Weil's Disease**, a rare but noteworthy concern.

This form of leptospirosis is contracted from the urine of infected rats. The bacteria enter the body through cuts, scratches, or the lining of the mouth, throat, and eyes after contact with contaminated urine or water.

While the risk is minimal, it's crucial to be aware of this potential hazard, and we encourage all guests, suppliers and staff to exercise caution and hygiene practices during their time at Crown Hall Farm.

If you have any concerns at all, please get in touch with us to discuss in more detail.

Safeguarding:

To prioritise safety, we emphasise the importance of avoiding situations where individuals are alone with minors (anyone under 18 years old).

This precautionary measure aligns with our commitment to creating a secure environment for all participants.

If you see something of concern, please report to the Event Manager immediately.

Customer Behaviour:

Your cooperation in maintaining a positive and secure environment is crucial.

Please bring any concerns regarding onsite behaviour to our attention promptly to help us ensure a safe and enjoyable experience for everyone present.

FREQUENTLY ASKED QUESTIONS

Can I get food on site?

We do not provide food for suppliers as standard, so food requests must be sent via the couple, otherwise we may not be able to accommodate.

While we cannot provide free food or drinks, you are more than welcome to bring your own.

Conveniently, there is an Applegreen Service Station 10 minutes away from Crown Hall Farm, with a Greggs and Starbucks.

Is there a break room / dressing room / lounge I can use?

If it hasn't already been booked by the couple, you may make use of our Meeting Room to break away. Please speak to the Event Manager for access. Please bring cups and plates back to the marquee and leave the room tidy and as you found it.

Where should I park?

If you are travelling by car, please use our main car park. If you have a van, we ask you park at the end of the Overflow Car Park to allow for space.

Can I use the electric sockets in the marquee?

As long as we've received your PAT certificates prior to the day, you can use the sockets in the marquee.

Is there anywhere I can store my equipment?

We have very limited storage space on site. Please come prepared that you may need to store your items in the car/van you came in.

Can I make a visit beforehand to check the set up of the venue?

Yes, we highly encourage this if you have not been to Crown Hall Farm before. This is a great opportunity to chat with us, check our set up, make sure it fits with your expectations and ultimately makes the event and your set up easy.

Please get in touch with us to arrange this, and we will be more than happy to accommodate your visit.

PLEASE SEE SPECIFIC SUPPLIER INFORMATION:

Photo & Videographers - **PAGE 7**

Hair & Makeup - **PAGE 7**

Florists & Decorators - **PAGE 8**

External Catering - **PAGE 9**

Cakes & Other Desserts - **PAGE 9**

Music & Entertainment - **PAGE 10**



PHOTO & VIDEO

Schedule:

Our Event Manager works with the couple to develop a schedule for the day.

Please ensure you have discussed with the couple the time required to get the shots needed, otherwise we will estimate the timings and you will need to work around it on the day.

It is your responsibility to make sure you are aware of the schedule, and in the right place at the right time for specific moments.

Equipment:

Please help us by storing your equipment and baggage in a manner so it does not interfere with traffic flow in the marquee.

If you require access to electric sockets for charging, please ensure you have provided sufficient PAT testing certificates in advanced, otherwise the team may refuse.

Access:

The marquee will be open to guests 1 hour before the ceremony. You may have access 30 minutes prior to this to get shots of indoor decor.

Using your Photos/Videos:

We understand and respect the rights of photographers over their images, unless explicitly sold to the couple they are working with.

We also recognise that high-quality imagery plays a crucial role in showcasing our venue to potential couples.

In the spirit of collaboration and mutual support, we believe that working together can contribute to the success of both parties. To achieve this, we seek permission from the couple before using any photos they share with us. Additionally, we make it a priority to credit and tag the photographer in the shared photos to ensure proper acknowledgment.

If you have any concerns or specific preferences regarding the use of your photos, please do not hesitate to get in touch with us. We are open to discussions and are committed to finding solutions that align with your preferences.

HAIR & MAKEUP

Arrival:

Depending on what time you arrive, the gates may be closed. If it is before 8am, our team will have given the couple the code to let you in so please contact the couple directly to let them know you are here.

You may park up next to the Accommodation to unload, but please then park your car in the Main Car Park. There is no parking allowed opposite the warehouse in the Fire Assembly point and we will ask you to move.

Protecting Surfaces:

If you are using heated tools such as straighteners or curlers, please ensure they are placed on a protective mat to not damage any surfaces.

Please ensure they are turned off when not in use.

PAT Certification:

If you plan to use electricity on site, i.e. using hair dryers, straighteners or curlers, we will need copies of the relevant Portable Appliance Testing certificates.

Rubbish/Clearing Away:

We appreciate your commitment to leaving our venue in the same condition you found it. Ensure all rubbish is removed, and the venue is left clean and tidy.





FLORISTS & DECORATORS

Setting Up:

As standard, you have access to the marquee from 10am on the morning of the wedding.

In some instances, if there is not an event booked the day before, we may be able to organise you coming to set up the day before.

You may dress the outside area from as early as 8am.

Prohibited Items:

Real candles are not allowed in the marquee, and wicks will be cut to avoid guest lighting them.

We ask you to not hang anything from the sides or ceiling of the marquee due to restricted weight limits.

Please do not use any of the following fasteners:

- Glue
- Sellotape
- Gaffer tape
- Blu Tack
- Pins
- Nails
- Screws
- Or any similar materials

If it is required, please discuss for approval with us prior to the event.

Heavy Lifting and Ladders:

Please be aware that ladders must be provided by your team and are used at your own risk. If your supplied items involve heavy lifting, it is your responsibility to arrange sufficient assistance, as we cannot guarantee staff availability for such tasks.

Marquee Floor:

Our marquee floor is adorned with porcelain tiles. To prevent potential scratches, if your setup includes items that may pose such a risk, kindly ensure the attachment of adequate matting or foam protection to the parts in direct contact with the floor.

Rubbish/Clearing Away:

We appreciate your commitment to leaving our venue in pristine condition. Ensure all rubbish is removed, and the venue is left clean and tidy.

Décor Collection:

All equipment and decor must be collected by **midnight**, unless alternative arrangements are agreed upon with Crown Hall Farm.

Please note that our storage capacity is limited, and we cannot guarantee the safekeeping of items. Unclaimed items may be subject to disposal.

PLEASE NOTE:

While our team diligently handles your items, we regrettably cannot be held accountable for any breakages or missing items.

For easy identification, please label storage boxes with your business name, as similar-looking boxes can cause confusion.

EXTERNAL CATERING

Insurance & Food Hygiene:

Provide valid Employers Liability Insurance, Public Liability Insurance and proof of a 5 Star Food Hygiene rating.

Keep and submit all Food Safety Records to Crown Hall Farm. You will also be required to complete our own before & after checks.

It is a requirement to provide a full allergens list at all serving stations on show for guests.

Equipment and Space:

If using our kitchen, please leave as found in a clean and tidy state. You may bring or hire additional refrigeration/freezer space with full PAT testing certificates if needed.

If serving outside, and required, you must provide your own pop-up gazebo and any additional serving tables if necessary.

Your Responsibility:

You must take full responsibility for the menu and any decisions with the couple.

You must manage the service of food, as well as collection and cleaning of crockery and cutlery.

It is your responsibility to ensure safe delivery of all food, including cooking, heating, cooling, and warming times, with proper kept records.

You must provide all necessary equipment and preparation utensils. This includes chopping boards, knives, towels, cloths, serving utensils, serving dishes, crockery, and cutlery.

Communication:

We request you complete a site visit well in advance of the event. Please contact us as soon as possible to arrange and discuss any further details for a smooth catering experience for our couples.

CAKES, DESSERTS & OTHER FOOD ITEMS

Setting Up:

You have access to the marquee from 10am on the morning of the wedding.

Storing:

Please note that our storage capacity is limited, and our fridges are reserved for use by our caterer, so we cannot guarantee refrigerated storage before the event. If this is required, you must provide your own refrigeration on delivery.

Cake Cutting:

If necessary, please provide guidance on how the cake should be cut to ensure it serves the expected number of guests.

Cake Box:

If the couple is expecting to take leftover cake with them, please discuss with the couple and leave a box for us to give it to them at the end of the night.

Food Safety & Regulations:

Wedding cakes and other food items must be accompanied by a full allergens list, which should be displayed for the convenience of guests.

If this is not provided, the supplier will be required to fill in our templated form before they can leave.

Cake Stand:

Please note, we do not provide a cake stand.

If you are providing one, or any other structural/decorative items that are to be returned to you, please arrange this with the couple directly.

At the end of the event, it is the couple's responsibility to take everything to do with the cake from the venue.

Crown Hall Farm is not responsible for the loss or damage of items.

LIVE MUSIC & ENTERTAINMENT

Performers are expected to work collaboratively with venue staff to ensure a seamless event. Noise management and respect for our venue policies are paramount.

Setting Up:

Please be aware we are a marquee venue, with one main indoor space. If you are setting up, you will be seen by guests.

Please ensure you bring everything you need with you to perform.

If you require a break space, please contact us directly to arrange.

PA System:

Our venue operates under a strict music policy, allowing music only through our in-house sound system.

Our venue is equipped with a Directional Zone Array PA system which is directed towards the dancefloor to reduce sound spill and comply with local noise regulations.

Side Fills can also be activated for sound towards the end of the marquee.

You will need two XLR inputs for connection into our system.

All performers (bands and DJ's) must bring:

- Backline
- Mixers
- Direct Inputs
- In-Ear Monitors

Stage monitors are not provided so performers are encouraged to use In-Ear Monitoring and DI boxes to minimise stage noise.

Our preference is for bands to use electric drum kits. However if unavoidable, acoustic kits are permitted only with prior written approval, and performances must end by 10:00 PM sharp due to noise restrictions.

Volume Management:

All instrument amps must be kept at stage volume and routed through your DI system. Excessive on-stage volume will not be tolerated and can be controlled via a sound panel behind the bar.

The venue may use their discretion to control the volume of the set if they feel it does not comply with our policies and regulation.

Acoustic Musicians:

Acoustic musicians are welcome to perform in the grounds during daytime hours.

DJ's:

DJs must connect into our system via the provided XLR input with their own wires.

No subs or external PA speakers are permitted to be brought onto the premises without prior authorisation. Even for monitor purposes.

Marquee Floor:

Our marquee floor is adorned with porcelain tiles. To prevent potential scratches, if your setup includes items that may pose such a risk, kindly ensure the attachment of adequate matting or foam protection to the parts in direct contact with the floor.

Rubbish/Clearing Away:

We appreciate your commitment to leaving our venue in pristine condition. Ensure all rubbish is removed, and the venue is left clean and tidy.

All equipment must be collected at the end of the event, unless alternative arrangements are agreed upon with Crown Hall Farm.