



CROWN HALL  
FARM

# EXTERNAL SUPPLIERS



# WELCOME!

We extend a warm welcome to you, as you join us at Crown Hall Farm to deliver your exceptional services for our valued customers.

At Crown Hall Farm, we understand the significance of seamless collaboration, and to enhance this experience, we have crafted a comprehensive guide tailored to meet your needs.

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As proud owners of a thriving mobile events company, we recognise the importance of efficiency and accessibility in providing essential information. So we are delighted to present you with a concise yet comprehensive guide that encapsulates all the vital details you might require during your time at Crown Hall Farm.

Your role is pivotal in ensuring the success of our events, and we are committed to facilitating a smooth and enjoyable partnership. This guide is designed to empower you with the knowledge needed to navigate our facilities seamlessly, fostering a collaborative environment that ensures the success of every endeavour.

Thank you for choosing to contribute your expertise to Crown Hall Farm.  
We look forward to you joining us!

If you have any questions or need further assistance, feel free to reach out to our dedicated team.



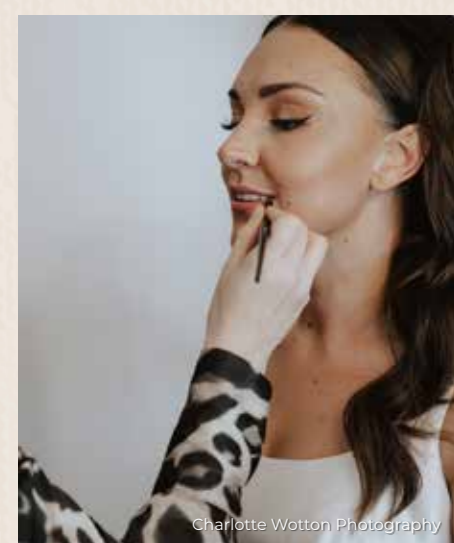
# WHAT WE NEED FROM YOU:

## We require the following information from you:

We are thrilled to have you join us as part of an upcoming wedding at Crown Hall Farm. To ensure a seamless and successful collaboration, we kindly request the following information:

- **Proposed Arrival Date & Time:** Please share your intended arrival date and time to facilitate smooth logistics and event coordination.
- **Public Liability Insurance:** A minimum of £5 million public liability insurance is required. Kindly provide a copy of your insurance documentation.
- **PAT Certificates:** If you plan to use electricity on site, we request copies of the relevant Portable Appliance Testing certificates.
- **Risk Assessment (if applicable):** Depending on the nature of your service, a suitable Risk Assessment may be necessary. Please provide this document as applicable.
- **Pick-Up Information (if applicable):** If your services involve items that require collection, please provide us with your proposed pick-up day and time, and we will confirm this with you.

Your cooperation in providing this information is crucial for the smooth execution of our events. We appreciate your attention to these details, and should you have any questions or need further clarification, do not hesitate to get in touch.





# LOCATION, PARKING, & ARRIVAL DETAILS

## Location:

Crown Hall Farm is conveniently situated at Dozens Bank, West Pinchbeck, Spalding, PE11 3ND. For more detailed directions, please refer to our website.

## Unloading/Parking:

Upon arrival, please follow the clearly marked signs leading to the **main car park**. The grassed overflow car park has a specialised surface so is available for use and safe for vehicles.

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.

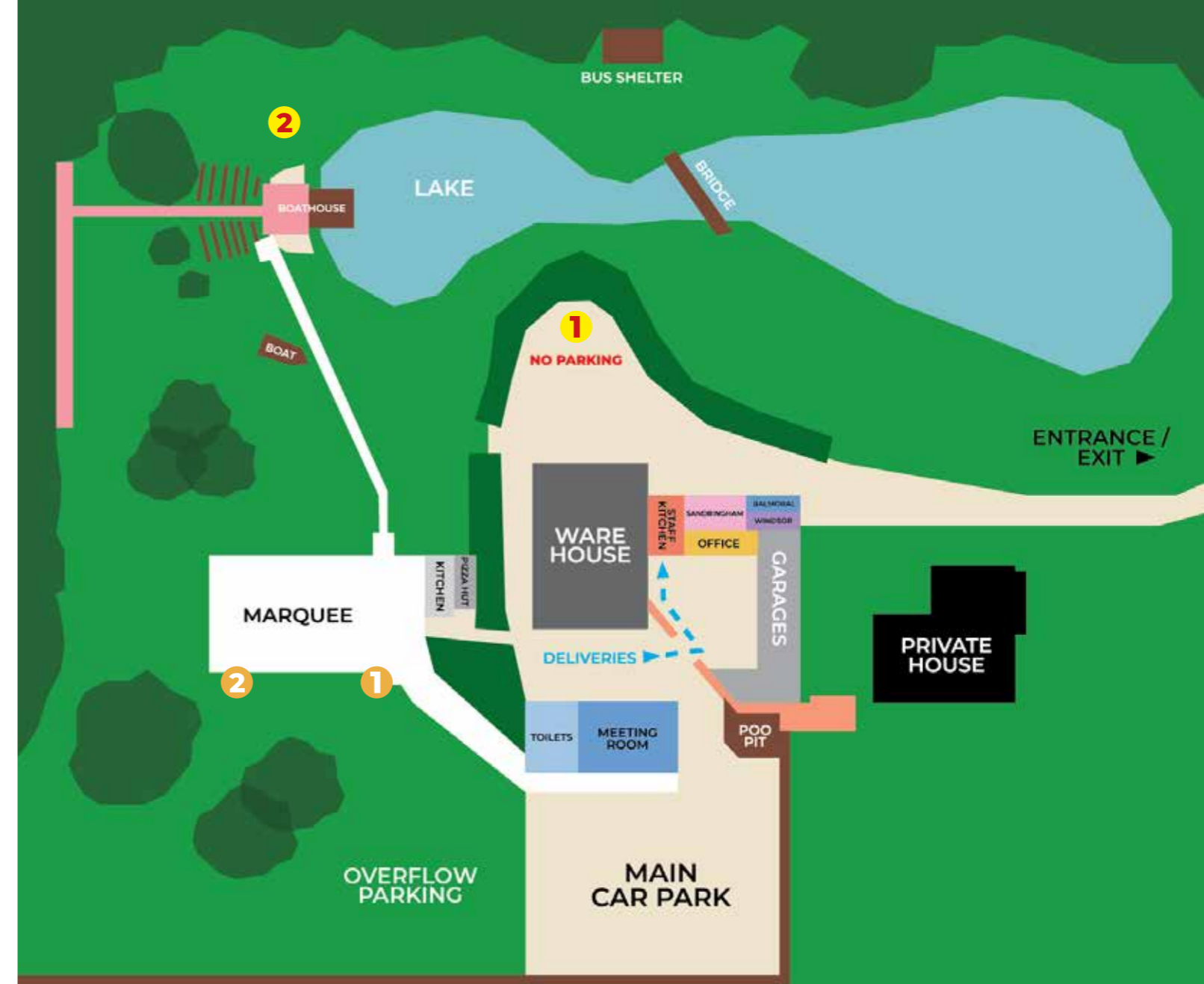
In the event that no one is immediately available, please call **01733 442025** and someone will promptly come to meet you.

In the rare instance that your arrival time needs adjustment from the initially provided schedule, we appreciate you promptly notify us via phone to facilitate this.

We appreciate your attention to these details and look forward to your seamless arrival and participation at Crown Hall Farm.

## Boat House Set Up:

If you are planning on setting up anything on the opposite side of the Marquee to the car park, please contact us to discuss your entry points.



- 1 Marquee Door 1
- 2 Marquee Door 2

- 1 Fire Assembly Point 1
- 2 Fire Assembly Point 2



# HEALTH & SAFETY

## Fire Procedure:

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In the event of a fire, your safety is our top priority. Detailed information about our fire procedure can be provided upon request.

In summary, if you discover a fire, please promptly report it to the Event Manager or 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 situated at the end of the driveway, forming a semi-circle. See the map on previous page for reference. This ensures an organised and swift evacuation process.

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

Designated smoking shelters, conveniently located near the lake, provide a safe and compliant area for smoking.

Please ask a member of the team to help locate these areas if needed.

## First Aid:

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Your well-being and that of your colleagues and our staff are of utmost importance. Please exercise reasonable care to ensure a safe work environment and 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.



## Safeguarding:

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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:

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

Please bring any concerns regarding onsite behaviour to our attention promptly.

Your vigilance helps us ensure a safe and enjoyable experience for everyone present.

## Weil's Disease:

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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.





# PHOTO & VIDEOGRAPHERS

## Schedule:

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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. We will do our best to inform you on the day, but we will not manage or run around after you.

## Equipment:

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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:

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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:

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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.

Our commitment goes beyond using the images; we extend invitations to photographers to attend any Open Days we host at our venue. This provides a great opportunity to meet prospective couples without costing you anything.

We anticipate that most photographers and videographers will recognise the value of this mutual collaboration, given that it not only involves sharing images from weddings but also includes opportunities for networking and recommendations.

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.





# FLORISTS & DECORATORS

## Setting Up:

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You may 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:

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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 discussed for approval with us prior to the event.

## Heavy Lifting and Ladders:

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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:

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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:

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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:

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All equipment and decor must be collected by 10am the following day at the latest, 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 or the storage of empty boxes. Unclaimed items may be subject to disposal.

In some instances, decor items may be collected on the next working day. Please get in touch to discuss with us.





# CAKES, DESSERTS & OTHER FOOD ITEMS

## Setting Up:

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

If you are leaving structural/decorative items to pick up later, notify the Event Manager before leaving the building. Crown Hall Farm is not responsible for lost or damaged items.

## Cutting & Storing:

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Please provide guidance on how the cake should be cut to ensure it serves the expected number of guests.

Please provide storage instructions and cake boxes if required. However 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 date. If this is required, you must provide your own refrigeration on delivery.

## Food Safety & Regulations:

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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 Box:

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If the couple is expecting to take leftover cake with them, this may be the entire top tier for example, please discuss with the couple and leave a box for us to give it to them at the end of the wedding.

## Cake Stand:

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If you are providing a stand to put the cake on, and require this back, please arrange with the couple.

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

We will not store, or take responsibility for any items left in the marquee, and it may be disposed of.





# LIVE MUSIC & ENTERTAINERS

## Schedule:

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

If anything changes on the day, please let the Event Manager know promptly so they can make sure there aren't any serious knock-on effects.

## Setting Up:

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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 with you everything you need to perform the contracted services.

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

## PA System:

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

Performers are encouraged to use In-Ear Monitoring and Direct Input.

Electric drum kits are the only permissible option.

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

## Heavy Lifting and Ladders:

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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:

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## Rubbish/Clearing Away:

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





# HAIR & MAKEUP ARTISTS

## Arrival:

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If you are a hair or makeup artist coming to our venue, our couple may stay with us over night or have booked the Meeting Room to get ready in.

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:

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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:

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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:

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





# CATERING & FOOD VANS

## Insurance & Food Hygiene:

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

## Documentation:

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

## Kitchen Standards:

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Leave the commercial kitchen as found in a clean and tidy state.

## Equipment and Utensils:

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

## Site Visit:

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We request you complete a site visit well in advance of the event. Call us to arrange.

## Allergens:

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

## Your Responsibility:

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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.

## Equipment and Space:

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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.

## Communication:

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Contact us as soon as possible to discuss any further details for a smooth catering experience for our couples.





# ALL SUPPLIERS - DURING AN EVENT

If you are providing services which means you are in the presence of guests on the day, we kindly ask you to adhere to the following information:

- **Politeness and professionalism:** Please maintain a courteous and professional demeanour when interacting with our team, customers, and fellow suppliers. A positive and respectful atmosphere contributes significantly to the overall success of the event.
- **Mindful communication:** Be mindful of your surroundings, as conversations can be overheard. Exercise discretion in what you say to maintain a positive and inclusive atmosphere. Remember, the smallest details can have a significant impact on the overall experience.
- **Considerate working:** During key moments such as speeches, please minimise noise levels and work quietly to ensure that everyone can fully enjoy the event without disruption. Your cooperation in creating a serene ambiance is greatly appreciated.
- **Respect for private areas:** We kindly request that you refrain from entering private areas such as the warehouse, garages, office, house, or garden.
- **Effective communication with customers:** If approached with a question and you are unsure of the answer, reassure the customer that you will make an effort to find out or direct them to a member of our team. Collaboration is key, and a seamless customer experience relies on all of us working together.
- **Seeking consent for decisions:** Please refrain from making commitments or agreements without obtaining our consent. While thoughtful gestures, like leaving flowers to be donated, may be well-intentioned, customer preferences can change. We appreciate your understanding in ensuring that decisions align with our shared goals for the event's success.

## Food and Beverage Considerations:

Prior to the event, please ensure that you have discussed and agreed upon food and beverage arrangements with your client. 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.

If you have specific dietary requirements, please email us at least two weeks before the event.

If the couple has provided you with food, please allow time for all guests to be served before yourselves.

While we cannot provide free food or drinks, you are more than welcome to bring your own. Conveniently, local shops are just a short 10-minute drive away, offering a variety of options.

Feel free to use our staff kitchen to prepare hot or cold drinks. It also serves as a relaxation and dining space. Just a friendly reminder, please wash up your cup after use to maintain a tidy environment.

## Air Conditioning Guidelines:

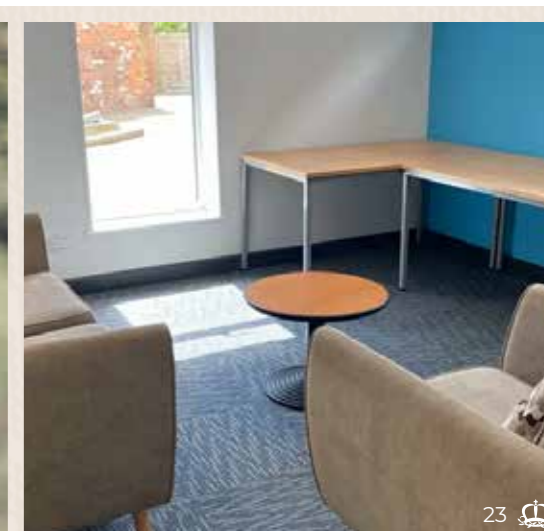
Please refrain from adjusting the air conditioning units. They are connected to a controlled circuit managed by us. If you require a specific unit to be turned off, simply notify us, and we'll handle it promptly.

The air conditioning is pre-set to the customer's liking, which may differ from your personal preference.

If adjustments are needed, please communicate with us so that we can ensure a comfortable atmosphere for everyone.

## Break Room:

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 leave the room tidy and as you found it.





# FAQS

## WHERE SHOULD I PARK?

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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.

## WHERE CAN I GET FOOD & DRINK NEARBY?

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If food has not been provided for you by the couple, you may bring your own and use our staff kitchen for reheating and/or hot water.

There is also an Applegreen Service Station 10 minutes away from Crown Hall Farm, with a Greggs, Subway and Costa.

## IS THERE SOMEWHERE I CAN GET CHANGED?

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Yes, if the Meeting Room has not already been booked by the couple, you may use this area to get changed in.

## CAN I USE THE ELECTRIC SOCKETS IN THE MARQUEE?

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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?

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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?

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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.







OUR TEAM LOOK  
FORWARD TO  
WELCOMING YOU.

GET IN TOUCH:

events@crownhallfarm.co.uk

01733 442025

CROWN HALL FARM

Dozens Bank, Spalding,  
Lincolnshire, PE11 3ND

*Crown Hall Farm is 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!*

WHAT3WORDS: ///TENT.ARCH.ZEBRA



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