



Terms and Conditions

1. Exclusive Use

Orchardleigh House is an exclusive venue; the agreed part of the house is let to you on a totally exclusive basis. The house will be exclusively yours from 12:00 midday on the day of your wedding until 11am the following day.

2. Arrival and Departure

You will have access to the Bridal Suite in the main house from 11:30am on your wedding day for morning preparations. Any suppliers will have access to the main house from 11.30am. Guests can check in to all other rooms from 1:00pm. We endeavor to ensure that guest rooms are available from 1.00pm, however, on some occasions it may be slightly later. Guests are requested to vacate their rooms by 10.00am and we ask that the whole house is vacated by 11am on the day of departure. Should you be granted access to the House the day before your wedding (approved by your wedding coordinator), please be aware that Housekeepers complete the final pre-wedding clean on the morning of the wedding.

3. Catering and Bar

The wedding couple are requested to choose the same starter, main course and dessert for all guests from the menu selections. This excludes vegetarian and special dietary requirements. We reserve the right to change menus, wine lists and prices.

Within our fully licensed bar we offer a "cash or card bar" or we can run a "tab" to a prepaid amount. The bar tab can be topped up at any time during the evening via cash or card.

We regret that we are unable to cater for any children under the age of 2 years but a fridge and microwave will be provided, on request, for the parents to prepare their own food.

4. Firework Displays

Fireworks may be permitted during certain times of the year through our recommended supplier only, we have livestock on the estate and our preferred supplier is sensitive to this. Unfortunately we do not allow sky lanterns (Chinese lanterns) as these both terrify our livestock and neighbours with thatched cottages!

5. Evening Entertainment

There are no time restrictions in place, however, we ask that your band or DJ keep sound volumes to a sensible level. If levels should reach 100 decibels, our bar staff may ask that the volume be turned down, this is in the interest of staff, guests and the house itself. Please pass this information to your supplier as it may have an effect on the type of equipment they bring.

6. Wedding Ceremonies

All arrangements for church weddings MUST be made directly with the church.

All arrangements for Civil Ceremonies MUST also be booked directly with the Taunton & Somerset Registry Office. Orchardleigh House has no obligation or liability for non-availability, changes or cancellation. We do ask that Church and Civil ceremonies are not held before 2.00pm unless previously agreed with the Wedding Team or Wedding Coordinator.

7. Value Added Tax

All prices are inclusive of VAT. If VAT rates change between the date of booking and the date of your wedding or event, we reserve the right to amend our prices to reflect the changes in the rate of VAT.

8. Credit Card Payments

All Major Credit Cards are accepted including American Express.

9. Invoices

Any balance/invoice outstanding is due for payment 1 month prior to your wedding day/event. Changes to the Itinerary can be made up until 2 weeks before the wedding day/event and additional invoices or refunds will be arranged at this time. We are unable to accept changes to itinerary documents within two weeks of the wedding and no refunds will be made in this period.

10. Accommodation

All 29 bedrooms in the main house must be occupied before using the additional 12 bedrooms in the Courtyard/Mews. All room allocations must be organised by the wedding couple. Guests will pay you. Once we receive your room allocation, we will invoice you for your requested rooms. We require this invoice to be settled one month prior to your wedding date/event.

The Bonita Package: the minimum requirement for accommodation is 8 rooms on the first floor of the main. We require a 50% deposit of these 8 rooms approx. 4/6 weeks after booking of 50% for the main 8 rooms.

11. RPI Increases

Orchardleigh reserves the right to increase prices for accommodation, catering and beverages after booking but only in line with the current RPI rates.

12. Cancellation Policy

Should you wish to cancel your chosen day for any reason, all monies paid will be refunded if we are able to resell the day at full cost, less a 5% admin fee. Should we be unable to resell your date, you will forfeit your deposit.

In the unlikely event that Orchardleigh House and/or your booked accommodation becomes unavailable for your chosen date or changes are necessary to the booking, we will notify you as soon as reasonably possible and will endeavour to arrange an alternative date. If it is not possible to arrange an alternative date acceptable to yourselves we reserve the right to cancel the booking and refund you all monies paid to us. Orchardleigh House will then have no further obligations or liability for non-availability, changes or cancellation.

13. External Suppliers

Orchardleigh will not accept any responsibility for services or equipment hired/ordered by the wedding couple.

14. Wedding Coordinators/Office Wedding Team

Our Office Wedding Team is always available during office hours to help with any questions you may have. Your wedding coordinator is allocated to you to assist with the completion of your 'Itinerary Document' and will be present on the day to manage all staff and ensure the smooth running of the day. The allocated time with the Office Team and your Coordinator is a maximum of 10 hours, this includes face to face meetings, phone calls and email correspondence. This does not include the running of your wedding on the day itself. We find this is adequate time to ensure we receive and give all the information needed.

15. Lost Property

We ask the Wedding Party, Guests and Suppliers take all belongings with them. Suppliers to collect any items provided for the wedding before 11am the morning after. Orchardleigh cannot be held responsible for any lost items in the accommodation, venue or grounds. We log any lost and found items and keep them for 3 months, after which time they are donated to charity or disposed of.