



ANNE EVENTS HIRE

BOOKING FAQ

ANN EVENTS HIRE - Frequently Asked Questions

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How can I confirm my booking?

After you have received a quote, if you are happy with the overall customer service, package and decor, a non-refundable deposit is required to be paid via bank transfer. These deposit amounts and the bank transfer details are available at the bottom of the invoice (on first page). This secures your date and decor.

Before making payment please inform the team via writing/whatsapp the team to confirm you are happy to proceed. Once a deposit has been paid, please inform a member of the team so that we can confirm receipt and ensure your date is blocked off.

How much is the deposit?

Deposits will vary from customer to customer depending on the items being hired. Please refer to the bottom of the invoice (first page) where it will state the deposit required.

If bespoke production, purchasing or sourcing of items is required, deposits may be higher.

How many hours do you need to set up the decor?

Setup durations vary depending on every event. On average we require between 3-4 hours to set up unless stated otherwise. Once you have agreed on a package we can provide a more accurate estimated timeframe.

Turnaround durations can vary between 3 - 5 hours depending on the items hired as well as other suppliers working on the day.

Take down duration usually takes between 1- 3 hours.

Should a photographer require time to take shots, it is important to consider the setup time AEH Team requires plus the time the photographer requires.

Can you setup a day before my event?

We understand the convenience of setting up a day in advance, and we're happy to accommodate this whenever possible. However, early setup depends on our schedule and venue availability, and we can usually only confirm this in the week leading up to your wedding.

If a day-before setup is arranged, please note that we will not be onsite on the event day to manage final details. You will need to ensure someone is available to turn on any tealights or lighting. Additionally, a designated person must be present during setup to sign off and receive instructions on lighting setup etc.

How many people will you have working at our event?

The number of team members we'll have working at your event depends on several factors, including the items hired, the number of transport vans needed, and the venue logistics, such as lift availability or ease of access. Once we confirm the services required and finalise the details with you, we'll be able to provide a more accurate estimate of the team size needed to deliver a seamless setup and breakdown for your event.

I am hiring a mandap from you but do not understand what all the aspects of the invoice area

Please refer to the Mandap Consultation Booklet, Page 9.

I have multiple events on one day, how can I repurpose items to save costs?

Repurpose evening centrepieces:

Please refer to the repurpose examples in the consultation booklet for walkway decor.

Repurpose carpet:

Reusing mandap stage carpet is cost efficient, but we cannot guarantee it will be kept in usable condition, should holes be pierced by heeled shoes or something sharp this is something out of our hands. On the rare occasions the priest may burn the carpet with Havan during the ceremony.

Repurpose Stage:

Stage can be repurposed from mandap to reception however there will be a small surcharge for moving/reposition stage and rewrapping stage.

Note: Unless stated otherwise in your invoice/contract we can not repurpose items in different buildings or areas of the building as this can often take time and require dismantle/erection.

I have received a discounted package price, what happens if I reduce/remove items?

Removing items from the invoice may also void complementary items and discounts.

If a discounted package price has been provided on multiple items and you choose to reduce the quantity, your price will not be reduced.

Example:

A centrepiece price may be £80 each.

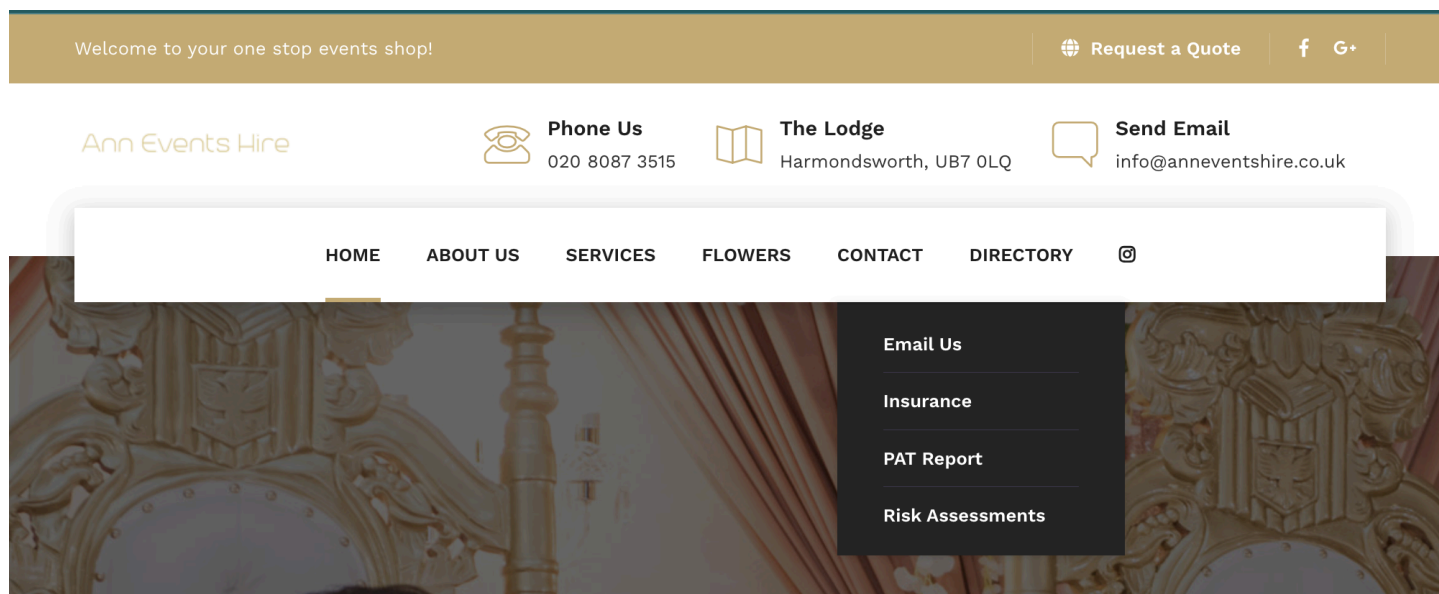
For 30 Centrepieces this would total to £2,400 before discount.

A package discount price for 30 centrepieces may be provided at £1,800.

If centrepieces are then reduced to 25 centrepieces, the price would still remain at £1,800 as this is a package price and not quoted individually. The discounted price would still be cheaper, as 25 centrepieces provided at £80 each would work out to be £2,000.

My Venue requires PAT Testing, PLI & Risk Assessment, can you provide these?

Our documents are downloadable on our website homepage. Click on the 'Contact' Drop Down, and you have access to Insurance *PLI Documents*, *PAT Testing Report* and *Risk Assessment Documents*.



Alternatively the downloadable urls are available below:

PUBLIC LIABILITY INSURANCE | *Our Insurance covers up to £10,000,000*

<https://anneventshire.co.uk/documents/AEHGroup-PLI.pdf>

RISK ASSESSMENT

https://anneventshire.co.uk/documents/AEHGroup_RiskAssessment.pdf

PAT TEST | *We rarely use electrical items that require plug sockets.*

<https://anneventshire.co.uk/documents/PAT-Certificate.pdf>

What are your flowers made of?

Our artificial flowers are crafted from a premium mix of silk, velvet, and latex for the flower heads, with alternative plastics used for greenery. This combination is carefully chosen to make our arrangements look and feel as realistic as possible. Unlike low-quality wholesale bunches, every single flower is individually selected and sampled to ensure the highest standards of quality.

We also offer options to incorporate real flowers into your arrangements:

- 100% Real Flowers for an entirely natural look.
- A Mix of Real and Artificial Flowers, often preferred by customers who like to add fresh greenery for an authentic touch.

This flexibility allows us to create bespoke designs tailored to your preferences.

I am using the venue stage, what size stage do I require?

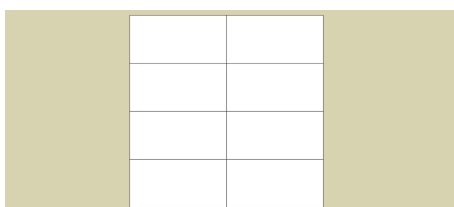
MANDAP STAGING:

Our 4 and 6 pillar mandaps require different sized mandaps

4 PILLAR SQUARE STAGE

Panel Size 8ft x 4ft
Pieces: 8

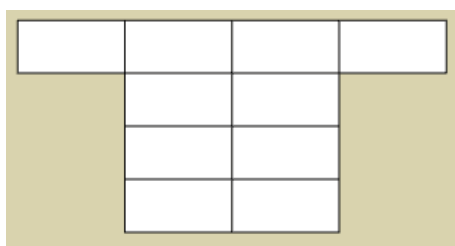
Stage Size: 16ft x 16ft | 4.8m x 4.8m



6 PILLAR T-SHAPE SHAGE

Panels Size: 8ft x 4ft
Pieces: 10

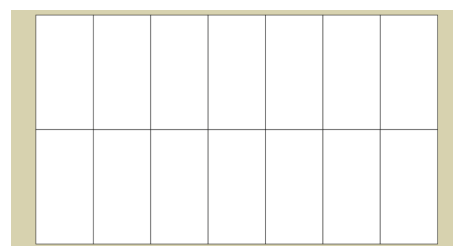
Stage Size: 32ft x 16ft



6 PILLAR FULL RECTANGLE STAGE

Panels Size: 8ft x 4ft
Pieces: 20

Stage Size: 32ft x 16ft



RECEPTIONS STAGING

Stage sizes depend on the type or backdrop you have and the space available at your venue.

If you have a stage backdrop being provided by Ann Events Hire, your sales consultant will inform you of what size you require. If you are using the DJ Led Screen as the backdrop, we usually base this on the width of the screen you have hired.

Important:

Please ensure your venue stage pieces are the same size as the annotations above. The above examples are using stage pieces of 8ft x 4ft. If your venue uses different sized pieces, please let a member of staff know and we can confirm the size required.

Please also ensure the venue has the correct number of panels to ensure no disappointments or delays.

Please note if you are using the venue stage, it MUST be set up and ready before our team arrives on site. Failure to have the venue setup before arrival and of the correct size can result in delays which are out of the Ann Events Hire Teams control. It is important to emphasise this and ensure this is communicated upon the planning phase with the team responsible for your venue management.

Who sets up the chairs and tables?

Unless Ann Events Hire are providing the chairs and tables, the catering is usually responsible for setting up chairs and tables at events typically. In some cases, the venue itself might handle the setup especially if they provide the furniture. It is best to read your contract or confirm this when booking.

Ann Events Hire are happy to assist with movements of chairs / tables however there would be a surcharge due to needing more labour.

If you are hiring chiavari chairs from an external supplier, they must take responsibility for setting up, turnaround and take down of chairs.

I am hoping for an outdoor wedding!

We all hope to enjoy the outdoors and see a beautiful outdoor wedding! This usually depends on a few factors:

1. If it has been raining through the week, but is dry on the day of the wedding, our priority is to ensure the grounds are safe and solid on the day. We must ensure our stage or items do not sink into the grass. You also want to ensure your guests are able to walk with heels on the soft grounds.
2. Wind, If winds are fairly high, this may impact certain items being permitted outdoors for safety reasons; these include entrance gate arches, bouquets, urns, etc.
3. Rain, if there is a small chance of rain or light drizzle, some items can not be used outdoors due to incurring damage.
4. Ann Events Hire does not permit the outdoor use of our inhouse chairs. This is to ensure the chairs do not get muddy and dirty for receptions and ceremonies. These must be hired externally if not using the venue chairs.
5. You are repurposing chairs from the morning to the evening. If you are using the same chairs from the morning to the evening and the locations of these two areas are different, this will require lots of labour and manpower therefore will incur a surcharge. We will also require additional turnaround time.

I have now booked with Ann Events Hire, what are the next steps?

1. Confirming your flower choices, once your outfit is finalised:
 - a. we require you to book in a meeting during the off peak period to advise and confirm colours for your event.
 - b. If you would like to proceed with a bespoke colour scheme of your own choice, this must be confirmed in the off peak period so that production can proceed ahead of the busy wedding season. This not only allows us time to work on your details, but also gives us full flexibility and prevents limitations of flower purchases.

2. Site Visits

The sales team will assess and determine if a site visit is necessary. A site visit is carried out if:

- a. We have not worked at the venue and are not confident with the setup and restrictions
- b. We are not confident about the logistics for our operation team
- c. You have an extremely bespoke job that requires unique fitting
- d. Site visits are typically only carried out for receptions and ceremonies combined.

If a site visit is agreed, we must have floor plans and draft itineraries prepared in order to discuss logistics accurately.

Site visits are only permitted between November - March.

3. Decor Details Meeting

To ensure a seamless and fully prepared setup for your special day, your Decor Details Meeting must take place at least three months before your wedding date. This required timeframe enables us to order and secure all necessary stock, flowers, and additional items in good time.

4. Final Details Meeting

This is usually booked 1 month in advance of your event. Before booking this meeting we must ensure the itinerary and floor plan is prepared, and you have had a final meeting with your catering company. This allows us to ensure all logistics and timings are fine. It also allows us to ensure any changes on the invoice/decor is done in time and passed on to our logistics team to prepare and sign off. To avoid any mistakes and mix up of our handover we do not allow major changes within 1 month of your event. Changes in the number of guests, chairs, centrepieces are an exception as we believe this is out of your control.

5. Final Balances are to be cleared 1 month in advance of your event. This is to ensure all logistics can be signed off and secured by the operations team.

Floor plans

Within the Wedding Industry **floor plans are provided by your event coordinator or planner** as part of your overall event planning process. They are best placed to manage and coordinate all supplier logistics and ensure consistency across your event layout. Most well established catering companies will provide you with a on the day co-ordinator and assistance with putting together your floor plan and itinerary.

However, on the **occasion that we feel uncertain about spacing and logistics related to the items you are hiring from us**, Ann Events Hire will step in to create a **to-scale floor plan**. This is to help ensure that everything fits comfortably and flows seamlessly within your venue.

We believe that **clarity and accuracy** are essential, so we ask that clients limit the number of floor plan versions shared. **Too many variations can cause confusion and increase the risk of incorrect versions being sent to suppliers or used on the day.**

We offer up to two floor plan revisions free of charge

- The **first version** is typically a **draft**, allowing you to visualise the setup and overall layout.
- If changes are needed, we **strongly advise compiling all feedback and amendments into a single list**. This allows us to efficiently produce the second and final version with clarity and precision.

Need More Guidance?

If you're unsure about layout adjustments or want to understand what works best for the space, we recommend **scheduling a call** with your venue, caterers, or our team. We're happy to advise on common setups, space limitations, and best practices.

Additional Amendments:

Any further changes beyond the two included revisions will incur an **admin fee of £50 per change**.

Equipment Hire

To help us deliver a smooth and seamless service, we kindly request that all linen, carpet, and additional item orders be confirmed **at least 1 month in advance** of your event date. This allows our team enough time to organise logistics, prepare stock, and communicate effectively with any third-party suppliers if needed.

Last-minute requests — especially those made **within the week of the wedding** — **cannot be guaranteed** and may incur **an additional service charge**. This is to cover any urgent delivery costs or extra staffing required to fulfil the request at short notice.

We always want to ensure your event is delivered to the highest standard, so early planning and communication are key. If you're unsure about quantities, colours or sizing, we're more than happy to guide you during the planning process.

Bespoke Design Process & Revisions

We offer a tailored design service, ensuring each piece is thoughtfully created to reflect your vision and event aesthetic.

To maintain the highest standard of work, we follow a structured design process.

One. Creative Brief & Inspiration

To get the best results, we ask that you provide as much detail as possible before we begin.

This includes:

- Inspiration images or examples (Pinterest, Instagram, previous work, etc.)
- Preferred style (e.g. modern, luxury, floral, minimalist, bold, etc.)
- Colour schemes
- Event/theme details
- Exact wording (names, dates, signage text)

👉 The more detail you provide at this stage, the more accurate your first designs will be.

Two. Design Direction Approval

We will review your ideas and confirm:

- Overall design direction
- Key elements to include
- Layout preferences

⚠️ Please note: Once the style and direction are agreed, major changes later may require additional fees.

Three. Initial Design Concepts

Our designer will create 1–3 design options based on your brief.

You will then:

- Select your preferred design
- Request refinements if needed

Four. Revisions (Up to 3 Included)

You can request up to 3 rounds of amendments to your chosen design.

Examples of amendments:

- Text changes
- Colour tweaks
- Minor layout adjustments

⚠️ To make the most of your revisions, please ensure:

- All wording is correct
- Spelling and details are final
- Preferences are clearly communicated

Five. Additional Changes

Any revisions beyond the included 3 rounds will incur an additional fee.

👉 We strongly recommend providing all details upfront to avoid extra costs and delays.

Where are you located?

We are appointment based only. Please inform us if you are unable to attend your appointment as soon as possible.

THE OFFICE ADDRESS:

SCOTCHLAKE FARM, HARMONDSWORTH, WEST DRAYTON, UB7 0AP

Upon your arrival at the car park, please notify us, and we will promptly come to the entrance to assist and collect you



What are your opening hours?

Below is a rough guide to our open hours, these will change therefore an appointment must be booked.

Monday	10.00am - 6.00pm
Tuesday	10.00am - 6.00pm
Wednesday	Closed
Thursday	10.00am - 6.00pm
Friday	10.00am - 6.00pm
Saturday	11.00am - 5.00pm
Sunday	11.00am - 5.00pm