



# ANN EVENTS HIRE

Booking FAQ

# ANN EVENTS HIRE - Frequently Asked Questions

How can I confirm my booking?	2
How much is the deposit?	2
How many hours do you need to set up the decor?	2
How many people will you have working at our event?	2
I have multiple events on one day, how can I repurpose items to save costs?	2
I am hiring a mandap from you but do not understand what all the aspects of the invoice area	2
I have received a discounted package price, what happens if I reduce/remove items?	3
My Venue requires PAT Testing, PLI & Risk Assessment, can you provide these?	3
Who sets up the chairs and tables?	3
I am using the venue stage, what size stage do I require?	4
I am hoping for an outdoor wedding!	4
I have now booked with Ann Events Hire, what are the next steps?	5
Where are you located?	6
What are your opening hours?	6

## 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.*

## 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 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 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 8.

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.

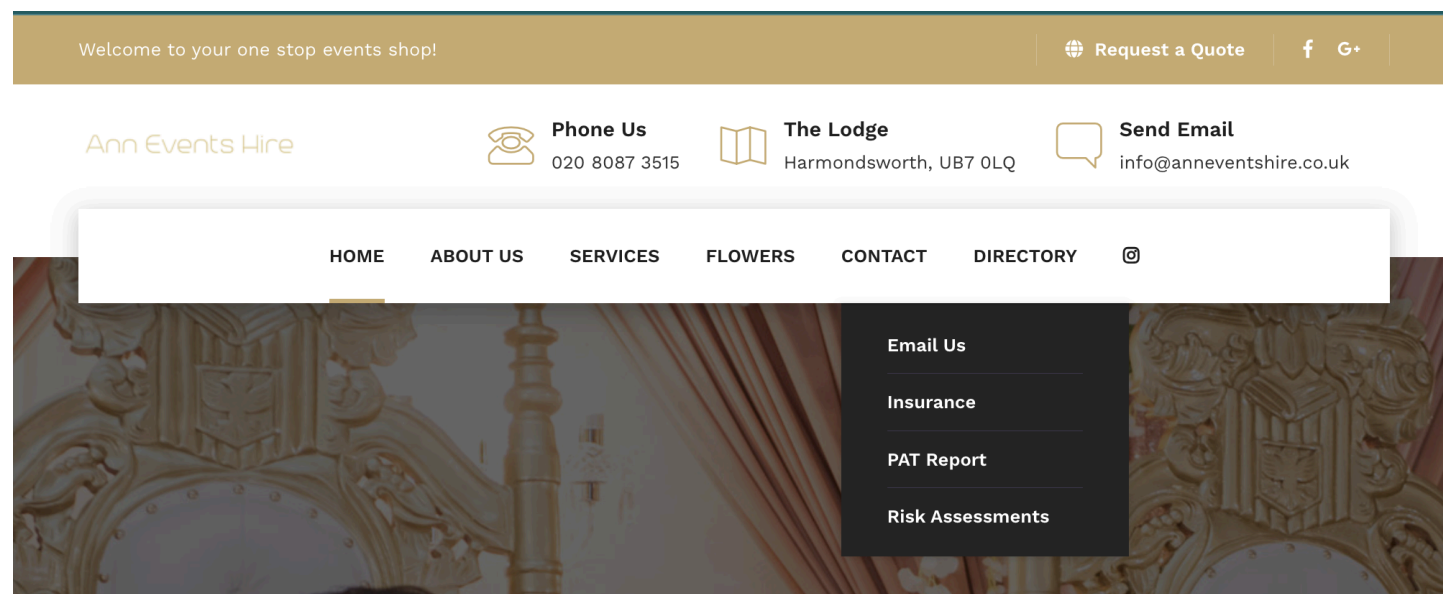
For 30 Centrepieces this would total to £2,400 before discount.

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](https://anneventshire.co.uk/documents/AEHGroup_RiskAssessment.pdf)

PAT TEST | *We rarely use electrical items that require plug sockets. This can be confirmed upon request.*

<https://anneventshire.co.uk/documents/PatTesting24.pdf>

## 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.

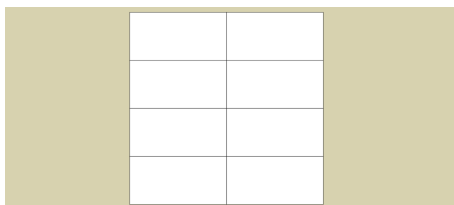
## I am using the venue stage, what size stage do I require?

Our 4 and 6 pillar mandaps require different sized mandaps

### **4 PILLAR SQUARE STAGE**

**Panel Size** 8ft x 4ft  
**Pieces:** 8

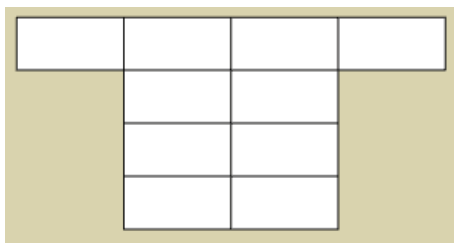
Stage Size: 16ft x 16ft | 4.8m x 4.8m



### **6 PILLAR T-SHAPE SHAGE**

**Panels Size:** 8ft x 4ft  
**Pieces:** 10

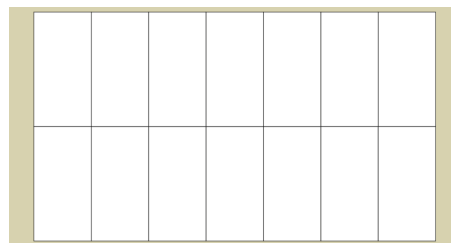
Stage Size: 32ft x 16ft



### **6 PILLAR FULL RECTANGLE STAGE**

**Panels Size:** 8ft x 4ft  
**Pieces:** 20

Stage Size: 32ft x 16ft



### **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.

## 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. 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.

4. 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.

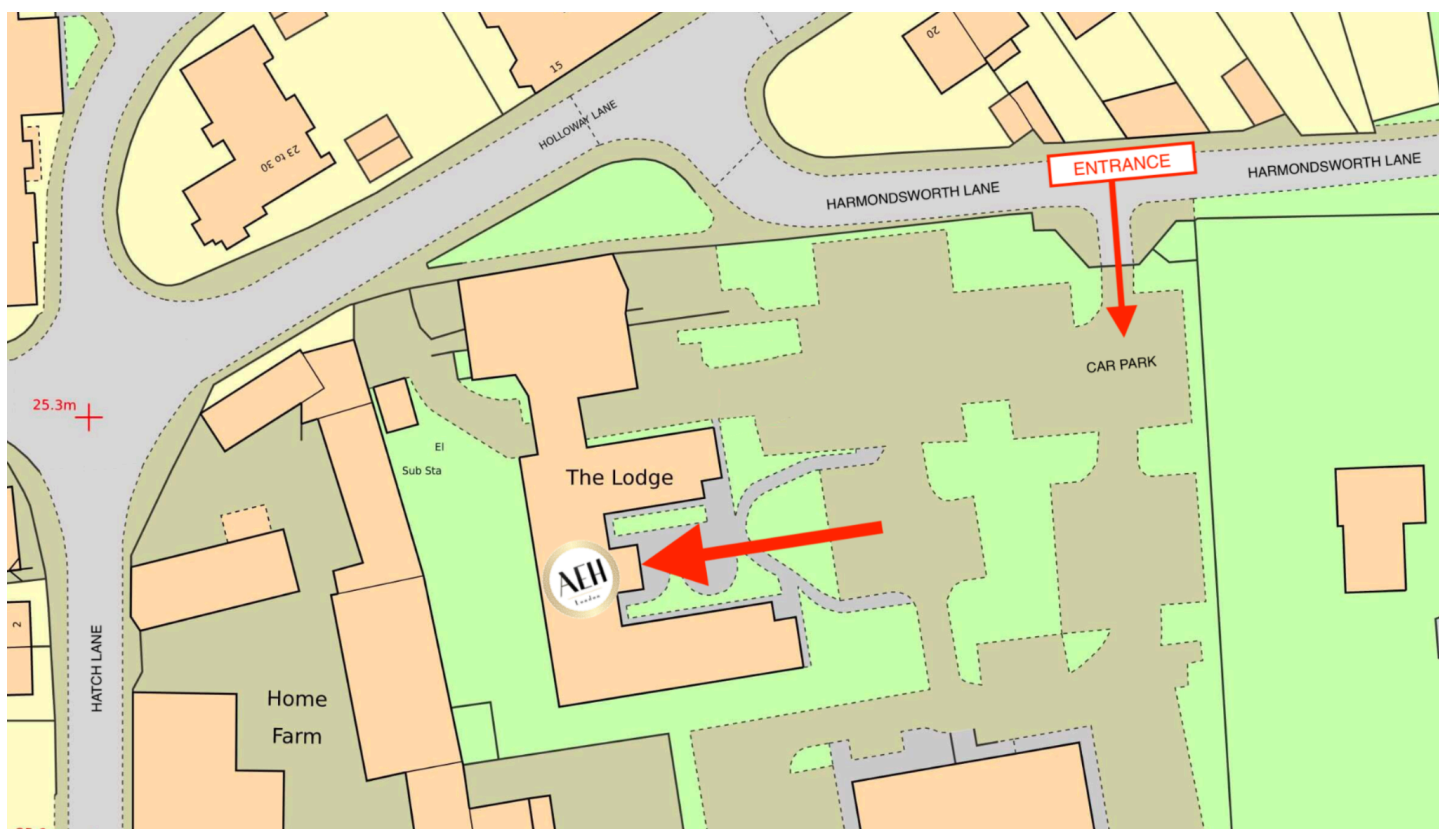
## Where are you located?

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

THE LODGE & ANNEX BUILDING, HARMONDSWORTH LANE, WEST DRAYTON, UB7 0LQ

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

*Our office is located on the first floor of the building, and unfortunately, there are no lifts or elevators available. We apologise for any inconvenience this may cause and appreciate your understanding.*



## 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