

FREQUENTLY ASKED QUESTIONS - WEDDINGS

WHAT MAKES BALLINACURRA HOUSE DIFFERENT

Q: What would you say are the main differences between having a wedding at Ballinacurra compared to a hotel?

A: We like to say 'Privacy Makes the Difference'. An exclusive use property has a very different atmosphere to a traditional hotel wedding. It's like your own private club. Your guests will immediately feel relaxed in a totally private environment and since they know everybody on the property is part of the wedding party – they make more of an effort to socialise with everybody. And there are never any worries with 'the wrong type' of people ruining your wedding. Children are also very safe to roam and play as nobody from the public is ever allowed in.

Perfect Location, Total Privacy - The first thing almost every potential client says is that they are looking for something different, something special. And that's what they most certainly get at Ballinacurra. It's not just the historic house and estate, the world-class chef, the facilities we can offer – it's also a lot about where we are placed, just outside Kinsale which already has its own worldwide reputation.

Q: What would you say are the main features of your property compared to other similar exclusive use properties or hotels?

A: There are many! But our key points of difference are:

- **Location – Location – Location.** When people book a wedding it has to be more than just the venue – the destination is important too. We are only minutes from Kinsale – voted Ireland's Best Tourist Town and Gourmet Capital. It has all the local amenities, activities and facilities you would expect from a heritage town. It also offers a multitude of activities for your guests to enjoy – from fishing, sailing, horseriding, surfing – or merely wandering its streets with its many coffee shops, restaurants, bar and shops. So you don't have to worry about trying to keep them entertained.
- **We offer seclusion – but not isolation.** Many similar properties to ours are miles away from the nearest town and transport links. We are only 5 minutes from Kinsale with its myriad of shops and accommodation, 20 minutes from Cork International Airport and 35 minutes from the centre of Cork and Cork Railway Station.
- **Onsite Event Management Expertise** - Our background is event management – we are not hoteliers. So we work with you in creating the wedding that YOU want and not restricted by wedding packages.
- **We are Unique** - Because of the unique style of the property and the way we do things, we like to think that your wedding will stand out for those guests that suffer 'wedding fatigue'. We aim to make your weekend different and fun – not predictable and stuffy.
- **The Best of the Old and the New** - We are not a Castle filled with valuable antiques and stuffy staff – but a beautiful Georgian house built in 1770 and then fully renovated in the early 2000s with all the modern conveniences you expect like flat-screen TVs, wifi etc – with a sophisticated and romantic modern day twist.
- **Our Staff** - When you read our testimonials one of the key elements that stands out is our staff. As we are not a 'wedding factory' where our staff treat every wedding the same – our staff approach every event with the same enthusiasm as the last – and they are personable, professional and fun.
- **Modern Approach to Gourmet Food** – David Rice, our Head Chef previously worked at Chapter One (the Michelin star restaurant in Dublin) as well as other Irish country house hotels. And with having done stints with Gordon Ramsay, Jamie Oliver and River Café, you can be sure that he brings a modern twist to the food. Our reputation for our food is highlighted in our testimonials. We are flexible and try our best to meet your individual requirements. Why not come to a cookery class in our onsite cookery school to enjoy it firsthand?
- **And in addition to the privacy, 5-star food and great staff – there's a little bit of the X factor thrown in.** Just ask any of our past clients and read our testimonials.

CIVIL CEREMONIES

Q : **Can we have a civil ceremony at Ballinacurra House?**

A : We are approved by the HSE to hold civil ceremonies and we held Kinsale's 1st ever Civil Ceremony. You have two options: go through the HSE and book a Civil Ceremony with the Registrar (they conduct them Monday to Friday 9:00am to 5:00pm) OR we have a number of excellent government-approved solemnisers that are great to work with and provide a personalised religious or non-religious ceremony to suit your individual religious beliefs and style. Civil Ceremonies here are a lot of extra work for us – over an offsite church style wedding. The €500 we charge for set up etc – just about covers costs. We have a detailed document explaining these ceremonies and all the contacts.

Q: **Can we have our ceremony inside or outside?**

A: Both the HSE and other government approved solemnisers can perform the ceremony inside or outside. It is up to you to discuss with them where you would like your ceremony to take place – inside or out – weather dependent of course!

Q: **What are the legal requirements for a civil ceremony?**

A: We have prepared a separate FAQ by our 'Secret Celebrant' which hopefully will answer your questions. Just ask us for a copy if you are considering a civil ceremony.

Q: **We live overseas. Can we get married in Ireland?**

A: The short answer is Yes. A more detailed answer is in our Secret Celebrant FAQ which walks you through the legal process of applying to get married in Ireland.

Q: **Are there churches nearby?**

A: Yes – we have numerous and we offer a full directory with contacts and advise on this.

CIVIL PARTNERSHIPS/'GAY WEDDINGS'

Q: **Can we have a Civil Partnership/Marriage Ceremony at Ballinacurra?**

A: We are and always have been Gay Inclusive. We have already had both Civil Partnerships for many years, and since the recent referendum to approve 'gay marriages', we held the first 'Humanist' and Irish/American gay wedding in Ireland in November 2015.

Q: **What is the status for Gay Weddings in churches?**

A: To our knowledge, the only church in Ireland that will perform 'gay marriages' is the Unitarian Church. You can contact them directly.

Q: **What is Ballinacurra House's position on Gay Weddings?**

A: We are very excited about the results of the recent referendum but we have been 'gay inclusive' from the beginning. It's going to mean a whole change in the style and direction of weddings and what will be most in demand is a place that offers something unique, private, high quality and a good deal of style! "A wedding isn't about what persuasion you are - it's about people, people who love each other and want to celebrate their wedding in a way they will always remember. For every couple it's their special, only day. Same sex, opposite sex, we're all human beings with the capacity to love, and that is something wonderful."

PLANNING AND ORGANISATION

Q: What wedding planning services do you provide?

A: Never underestimate the amount of work that goes into planning a wedding. But also, focus both your time and budget on what's important to YOU. Don't waste time and nervous energy on little things that really are not going to matter in the bigger scheme of things. These small details can be addressed once the big decisions are made. So where do you start? With us!

We are not wedding planners (and nor do we charge their prices!) and you are paying us for the food, beverages and accommodation. However we go the extra mile and what we do provide you free of charge is:

- Your Wedding Planning Kit – This should become your 'bible' of all things wedding at Ballinacurra.
- Dedicated Wedding Co-ordinator – You will be appointed one of our excellent Wedding Co-ordinators from the start of planning to the end of your Wedding, who will be an excellent resource of information and advice. We are not your on-tap 24 hour wedding planners, but we will advise you to the best of our ability.
- Two x 2 hour planning meetings – which can be done in person or over Skype. We then prepare a full action plan, timing rundown and budget from these meetings which acts as the template for your wedding.
- Checklists and Timelines – During these meetings we will outline when you should have decisions made. If you follow these guidelines, then it will help us make for an even better wedding for you.

Our advice is given in good faith and with the benefit of our knowledge of the industry. So beware the 'armchair experts' who give you advice on every element of your wedding. The 'too many cooks' analogy springs to mind. Despite their best efforts and good intentions Bridesmaids and parents do not always make good administrators – especially as we will guide you and plan YOUR wedding and they are not always aware of the elements of your wedding that we have discussed and decided.

Q: When do we have these planning meetings?

A: As we are an Exclusive Use Venue, it is sometimes difficult to have these planning meetings on a weekend as the house is occupied – particularly in the busy summer period. So as much as possible if you can make yourself available during the week, during office hours, we should be able to accommodate you.

- First Planning Meeting - Once you pay the booking deposit, you will receive Your Wedding Planning Kit. Then you start gathering your ideas, book your church or solemniser and book your key suppliers such as photographers, cake maker, hairdresser, makeup artist and all music elements. Then let us know and we will organise a suitable date to do the first planning meeting and draft the first timeline. Normally this first meeting will be about 6-9 months before your wedding.
- Second Planning Meeting – Normally about 2-3 months before the wedding. By this time you will have all your suppliers, have an indication of numbers, and be ready to make final decisions on food, wine, timings etc.

If you prepare for the meetings, you will achieve a lot. However if more meetings or access to the property is required above and beyond the 2 planning meetings and a reasonable exchange of emails – then we only charge a nominal €25 per hour supplement to cover staff time.

Q: What happens if a meeting needs to be cancelled or changed?

A: If a scheduled meeting needs to be cancelled or changed by you, then please let us know as soon as possible. If a meeting needs to be cancelled by us due to a last minute booking, we will also give as much notice as possible. It is rare that this happens, but there have been some instances. If this occurs, we can always do a meeting off-site on the scheduled date or reschedule for a later date that suits both parties.

Q: What happens if I need more planning help or support?

A: You have 3 options:

- We can offer an extended wedding planning service for a nominal charge to cover our time. Details are in our Wedding Brochure. Also given the amount of weddings we do and our past event experience – we do know best how a wedding works here. We can organise your suppliers for you – from photographers, venue decorators, florists, hairdressers, makeup artists, printers etc on your behalf. You can also request our Music Consultancy Services as well. This is a very time consuming element of a wedding, and difficult to get right. Talk to us for a quotation – but generally we charge €500 per wedding.

- Hire a Venue Styling/Decorating Expert – Sometimes it's the small fiddly items that take the most time and cause the stress. See our Directory for an assistant to help on styling, sourcing, colour schemes, table decoration, etc.
- Hire a Wedding Planner.

Q: What about the use of a Wedding Planner?

A: With our advice and planning documents, the majority of couples find they can organise all elements of their wedding themselves. In some instances though, you may find you want to outsource to a wedding planner.

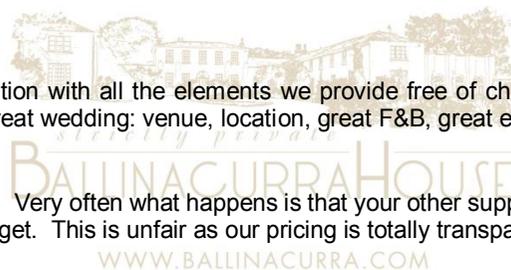
- Wedding planners have their system of charging – and this will vary by planner. It is your decision to evaluate the benefits, costs, etc as their costs vary from a couple of thousand up to tens of thousands.
- In general they will charge a significant amount and some generate more work to justify their fees. More than 60% of our weddings come from overseas and with our background in event management we are used to co-ordinating weddings through planning documents, spreadsheets and skype calls. Rest assured we have done this many times and it is our speciality – but time is money and please make most efficient use of the effort and support we offer at no charge – within reason
- We can recommend some excellent Wedding Planners if you wish.
- Clear lines of demarcation between your wedding planner and ourselves have to be agreed in advance – as we have probably more experience accumulated in the industry and we do know what works best here as well.

PRICING AND COSTS

Q: Is there any room for manoeuvre on the price?

A: Our prices are fair particularly when taken into consideration with all the elements we provide free of charge and quality that we offer. We can demonstrate ways to make significant savings by focusing on the key elements of a great wedding: venue, location, great F&B, great entertainment and a fun crowd. We also offer special rates depending on the season if you are not fixed on a peak date.

In general we do not offer concessions or price reductions. Very often what happens is that your other supplier costs may have added unexpectedly to your budget and then the venue gets asked to make reductions to balance your budget. This is unfair as our pricing is totally transparent - best not to ask to spare disappointment.



Q: Do you charge a venue hire like a lot of other Exclusive Use venues do?

A: No we don't – we charge a fixed price for the property which includes the 40 acre estate venue hire as well as 22 ensuite bedrooms and bed & breakfast for up to 44 people. This price starts at €4,400 up to €6,600 per night (which is equivalent to €100 – €150 per person per night depending on the date). So you decide how much (if any) you would like to pay for all the extras you get and the exclusive use, and how much your guests pay. You can't compare our per person rate with the price of a hotel room – what you are getting here is an entire private estate versus what you get in a hotel which is a bedroom and access to their public function areas. Also some venues are cutting out Breakfasts and VAT to make the room price seem cheaper and other subtle elements that you will not notice until it is too late. We believe in being very transparent in everything that we do and if you would like to get some sample budgets, just let us know.

Q: Some venues are asking for a minimum spend?

A: This is not how we operate – you get what you pay for!

Q: Is it possible to not take all the rooms?

A: As you know we are offering exclusive use. We are selling you the use of the property for a fixed price for up to 44 people B&B. So it is in your interest to encourage people to stay here first. We find that when people get invited to something special, they are happy to say yes! The other explanation we have heard from our clients is that when they mentioned they are having their wedding at Ballinacurra, many said that they had always wanted to come here and because we are not open to the public, they have been waiting to be invited by somebody! So I don't think you will have any issue with the numbers for the rooms. However if your numbers attending the wedding is less than 44 people – we can discuss this.

Q: Can we just take less rooms on the second night in order to reduce costs?

A: Unlike a hotel we never rent out unused rooms to other clients – we only ever have one group staying on the property. If we were to do this, we would have a percentage of rooms going empty which is not financially viable and yet still maintaining quality standards and giving you total privacy. If you find that some people cannot stay on the second night, then why not offer that night to other guests. We will turn the room around ready for the second couple to check-in. However, if your second night is midweek (either Sunday to Thursday), then discuss it with us.

Q: Do we have to book for 2 nights, or is one night an option?

A: Yes one night is an option from Sunday – Thursday or where we have a 1-day weekend date available. Just ask us for availability.

Q: We are concerned that our guests won't be able to afford to stay and we can't fill the House?

A: You have several options to counter this:

- explain to your friends what they are getting – private estate – close to Ireland's premier tourist town – luxury accommodation at reasonable rates
- no transport costs going backwards and forwards to a hotel downtown or elsewhere
- late night bar for residents only
- free car parking
- explain to them that they should treat this as a 'weekend' away. Tell them all the things that you are paying for and that in return you are asking them to come and stay at Ballinacurra.
- We give you many inclusions to make your wedding special and unique – which are all included in the Exclusive Use Property price. So many of our couples subsidise the room rate they charge their guests. For example, many other venues charge from €500 to €2000 exclusivity fee. So let's say the room charge is €125 per person per night and you decide that you would like to only charge your guests €90 per person. That means we collect the amount owed by the guest on checkout, and you pay the difference. You are getting so much included anyway – why not put a value to it? And at only €180 per room, your guests would be hard pushed to find anywhere in town for that price.
- If you think you have to subsidise the room rate for only some guests, why not put them in the Coachhouse or Cottage and then charge them less money (so you subsidise just those rooms) and those in the Main House can pay the full rate.
- Tell your family and friends that in lieu of a wedding present you would like them to stay at the house to help celebrate your special day!!

Q: We booked our wedding but now we have guests travelling to our wedding and they want to stay the night before/night after. What can you do for us?

A: First thing you do is call us. If we have the nights available and you have a reasonable number of guests, then we will look at it for you.

PAYMENTS

Q: What is the situation with the Booking Confirmation Payment?

A: This payment secures the date and starts the planning process. The deposit is non-refundable. We charge €2,000 x for a one day wedding, €3,000 for a two day wedding and €5000 for three days or more.

Q: Are there any hidden charges?

A: Well we do our best to be transparent! All our pricing includes service, VAT etc. We do have some additional charges for premium items, but these are optional. The best thing is to ask for an estimated budget for your Wedding which we are happy to prepare based on your requirements. This outlines the very long list of 'What's Included' and highlights the items that you may like to consider for an additional charge.

Q: What happens if I need to cancel?

A: If you need to cancel once this Booking Confirmation Payment has been paid, unfortunately we cannot return this payment. This money is forfeited as we have turned business away for the dates that you have secured. **We strongly recommend taking out Wedding Insurance to cover you for any loss and charges due to cancellation in unforeseen circumstances.**

Conditions of booking cancellation

If you are cancelling your event, there is no refund of the Booking Confirmation Payment and there will also be a charge calculated as a percentage of the estimated total booking value (accommodation, food and beverages) based on your latest Rundown or Budget:

- Cancellation within 12 months of the event – 25% of the latest total booking estimate
- Cancellation within 9 months of the event – 50% of the latest total booking estimate
- Cancellation within 6 months of the event – 75% of the latest total booking estimate
- Cancellation within 3 months of the event – 100% of the latest total booking estimate

Cancellation costs of 100% will apply to entertainment such as bands and other suppliers that have been booked by Ballinacurra House on your behalf.

Q: What happens if I need to change the date of my wedding?

A: In the unlikely event that you need to change the date of your booking, you must notify us in writing at least 12 months before. If a suitable alternative date is found, then the booking payment will be transferred. Given the nature of our business, it is very difficult to re – sell dates and facilitate date changes.

Date changes or cancellations should only be done in extenuating circumstances and results in a major loss of business for us as we are not a lastminute.com style of business. We work on long lead times as we are selling a 'property' not just room for the night. Your date should be carefully considered for these reasons. Charges may also apply – depending on lead times.

Conditions of Change of Date

- Date changing Fee: €1,000.00 to cover administration and loss of revenue of that original date.
- If date is moved from Peak to Off Peak, the initial higher rate applies.
- If date is moved from Off Peak to Peak, the higher rate applies.
- If the date is moved to a following year, the House Rate for that year will apply.

If an alternative date cannot be found, then the event will be cancelled and charges apply.

If changing your date within 9 months of your event, then the same penalties as cancelling will apply as we are unlikely to resell your date.

Q: Do we sign a contract or do you have a full list of Terms & Conditions?

A: We have our Terms and Conditions on our website under 'Brochures'. In all of our emails, correspondence, website, brochures, budgets etc we advise you that if you pay the non-refundable Booking Deposit Payment then you are accepting these Terms & Conditions. We ask that you sign an acknowledgement to this after booking.

Q: What are the deadlines for the payment of my wedding?

A: We prepare updated budgets throughout the planning process so that there are no surprises. So your payment schedule is:

- One month before - You give us your 'best estimates' as to final numbers for food, final food and drink choices, what your guests are paying on checkout etc so we can prepare the 'best estimate' budget. We then calculate your part payment which is basically your guaranteed items which include your share of the house rental and the food. This part payment must be paid into our bank account at least 2 weeks before your wedding.
- Two weeks before – this is the date for you to provide the final guaranteed numbers for food and any last minute changes.
- On checkout – you pay the balance which is essentially the drinks and any other last minute changes.

FOOD & BEVERAGES

Q: We have heard horror stories of people booking hotels and having to give guarantees on the numbers attending when they book, and then have a lot of people dropping out and still having to pay the food costs for non-attendees. How do you deal with guaranteed numbers?

A: Hotels and certain other private venues operate differently to us. Basically, in order to be allowed to book a hotel function room that seats maybe 300 people, you have to guarantee maybe 180 people and if you don't reach that number then you still have to pay the guaranteed amount. Who knows how many people will come to their wedding when they are planning so far in advance? Also, some venues are not even interested in you if you have less than 150 people as they don't think it is financially viable. We are different. Basically, when you book our property, all we ask is that you guarantee to pay the Exclusive Use Property Price and you give us your best guess on the number of people that will attend. Obviously your guests then pay the majority of the Property on checkout. We then work with you based on these numbers for budgeting etc.

Two weeks before your wedding, you give us your guaranteed number. This is then the number that you guarantee to pay for even if you have last minute drop outs. We can't be fairer than that!

Q: We want to bring in our own favourite food and drinks. Is this possible?

A: Due to the strict Health and Safety Guidelines that we must adhere to, no food is to be brought onto the property to serve to guests without prior approval. If anybody was to get sick, we would be held responsible. We do allow wedding cake or sweet tables, but please discuss with us if there is any other special food you wish to have. No beverages may be brought onto the Property without prior approval – either by the Host or their guests. If alcohol is "smuggled" in for personal consumption by guests - corkage will be added to the master bill to cover the revenue shortfall. Drinks will also be confiscated.

Q: Do you offer Corkage?

A: We have an excellent wine list of special selected wines at competitive prices and our House Wine starts at an affordable €27 per bottle and then we have an excellent range of House Selection wine at €29 per bottle. These are premium wines that should be charged at a higher rate, but we have managed to negotiate a bulk discount price which we pass onto you. Just let us know if you haven't already received our wine list. And we are happy to give you a couple of bottles to try, or come along to one of our Food & Wine Tasting Days and you can discuss your choice with our bar manager.

Offering corkage is a lot of work for us. We have to remove all of our stock, stocktake our wines, stock take your wines, serve, re-stocktake and pack up unused bottles, pay for the disposal of your empty bottles, pay for the broken glasses, and also then pay 23% VAT on the corkage amount. The operating margins for us are very tight. And what's the benefit to you? Very little! You may end up saving €1-2 per bottle, but for the sake of saving less than €100 is it really worth all the hassle?

In addition to this, since you are bringing the wine in, you have to over-estimate the amount needed to make sure we don't run out. So if you estimate you will need 50 bottles for your dinner, you will need to bring in about 40 white + 40 red because you don't know what people are going to drink. And then at the end you are left with a large quantity of wine to take home. It all turns into a false economy. If you would still like to do corkage, we charge €15 per bottle for wine and €20 per bottle for bubbles.

Q: I am worried my budget will be blown away by the wine consumption over dinner?

A: This is not something you should worry about at Ballinacurra. The average consumption during a regular 2 hour meal will be ½ to 2/3 bottle per person. So if you have 100 guests, you should budget for between 50 – 70 bottles of wine. If you have many non-drinkers, then maybe err on the side of 50 bottles – and if you have many 'heavier' wine drinkers, then maybe allow for 70 bottles. We give you our best estimates and you can either set a bottle limit or a spend limit or we just keep you informed during the dinner how it's going. Our view is that people are going to drink what they want and it makes no difference to us if it is on your bill or theirs. We basically work with you to manage your budget. The estimate is only for budgeting purposes, as you only pay on consumption.

Q: What do I do about a Toast Drink?

A: Some people do – some people don't. You can either just top up the wine glasses just before the speeches. Or give everybody one glass of Prosecco. Or offer everybody a 'drink of your choice' as the toast drink. This also usually signifies the last 'free drink' of the evening before switching to a cash bar.

Q: What do we do about feeding the children?

A: We advise everybody to firstly make a decision as to whether the children are sitting with the adults at dinner or whether they are going to be fed separately and then maybe have some babysitters keep them company so the parents can relax and enjoy their own dinner. Either way – we don't mind. Just be aware that 2 and 3 year olds don't tend to enjoy sitting quietly for 2-3 hours whilst adults eat and talk! We can also prepare special children's meal served whenever you wish. Our children's menu is very cost effective at only €20 per child for a 2 course meal and is available to those up to 12 years old.

Q: Do you offer Food Tastings?

A: Given our exclusive use style of operation rather than a hotel – we do not offer individual food tastings as we would have to close the whole property down for a day in order to do this. Our food is specially prepared by award winning chefs and we can send testimonials from our many satisfied clients – which also includes rock stars and royalty that have enjoyed our a la carte standards. Our Head Chef has run chef cookery schools, worked at Chapter One (the Michelin star restaurant in Dublin) and numerous country house hotels. What we do instead is run a number of 'Food Tasting Days' throughout the year and you or an assigned representative can come along and try the food. We also have our event coordinators on hand to answer any questions, discuss your wine with our bar manager and have a look around the property.

Q: Are there vegetarian options?

A: Yes we can accommodate most vegetarian, allergy and other dietary requirements with advance notice.

Q: We hope to have a special wedding cake – is there a charge to serve and set up?

A: We do not take responsibility for storing or presenting cakes as this should be the responsibility of the person who makes it. We will provide you free of charge a dressed cake table and cake knife. We will serve this on platters at no charge and also tea and coffee is always running from the end of the meal till close in the Red Room – on the wedding night. We have some simple cake stands - but you can also hire from the various cake shops/suppliers depending on your requirements. We do allow Wedding cake to be served as a dessert for the Recovery Day which is only €2.50 per person to cover us for service etc.

Q: Do you charge a service charge?

A: No - Most venues (hotels as well as other exclusive use) charge some form of service charge. We don't, even though we provide a lot of personalised service. Additional gratuities are discretionary and appreciated. Just read our testimonials to appreciate the level of service that we offer!

Q: What time does the bar close?

A: We close the bar at 2:00 am. THIS IS THE LEGAL REQUIREMENT. All non-residents must then depart the property and then we can then re-open the bar to residents only until 4:00 am. As you can appreciate common sense does not always prevail at this time and our staff have a difficult job – as guests refuse to leave.

Plans need to be put in place to pre-organise a taxi or minibus shuttle to help get your non-residents home because the sooner they are gone, the sooner the bar re-opens! Kinsale is also very busy place and virtually impossible to get taxis at 2am – so pre-plan. While Kinsale is close by – walking isn't much fun (or safe) at that time of the morning.



WEDDING SUPPLIERS

Q: Who looks after the suppliers?

A: We will be on-hand when they are here but they are ultimately your responsibility to assist, pay, etc. If any of your suppliers need access to the house before or after the official times (before 2pm on the arrival day; after 11am on the departure day) then this needs to be discussed with us beforehand. If we have events the night before/day after your wedding then this may not be possible. Once again, check with us. Also any damage done by your suppliers such as hanging items to the ceiling or walls, etc is your responsibility.

Q: My photographer is at my wedding all day. What do I do about food and drink?

A: We recommend you discuss this with your supplier. We are happy to offer them a meal that has been pre-arranged and offer this at a special price. They can either buy their own drinks or they can go on your master bill. Just discuss this with us at the planning meeting.

BEDROOMS

Q: Are there different types of bedrooms available?

A: All our bedrooms are different – with different features, bathrooms etc. They are all themed which makes the house unique and all of your guests will enjoy their experience. They are all ensuite and we have a number of bed configurations. We have double, twin, triple and quad rooms. And if we have to squeeze a few small children in, we have some children's beds available as well. The only room that is slightly different is the smaller double room in the cottage which has their private ensuite across the corridor.

Q: What is the largest room capacity?

A: The largest room can take 4 adults. Also because it is a private estate – people are more relaxed about sharing compared to a hotel.

Q: What size are the beds?

A: They are all different. Most of our 'doubles' are Queen Size or larger. Many of the doubles are zip-and-link which means that they are 6 feet wide or can change into 2 x 3 foot singles. A couple of the smaller rooms have standard double beds – but we can talk you through the configuration.

Q: Do all the rooms come with baths?

A: The majority of our rooms have stand alone walk-in showers as well as baths. A few have showers over the baths and our wheelchair accessible room has a wetroom.

Q: Can we book a non-smoking bedroom?

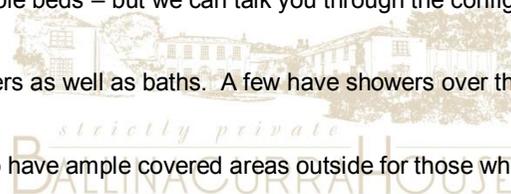
A: All buildings including bedrooms are non-smoking. We do have ample covered areas outside for those who wish to smoke.

Q: Do you have hairdryers in the bedrooms?

A: Yes

Q: Do you have toiletries in the bathrooms?

A: Yes, we supply shower gel, soap, shampoo and conditioner in all bathrooms. If you need anything extra, we may have toiletry supplies through reception.



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Q: Can we get breakfast delivered to our bedroom?

A: A full continental selection and hot cooked breakfast is included in the price of the rooms, and is served in our Dining Room. Due to the unique nature of many of our bedrooms, paintwork and furniture, we don't allow food to be taken or served in the bedrooms.

Q: What about Hair & Make Up ?

A: We have a treatment room for this. We don't allow Make-up in the rooms given the individual nature of our furnishings and carpets and the potential damage.

Q: How can you cater for disabled guests?

A: The house was built in 1770 and although it was fully renovated it remains a listed building. As a result, there are certain issues with regards to disabled access. We have however attempted to meet the needs of these guests as best we can. We have a downstairs bedroom with a full wet room and grab rails for the WC and basin. All power points are lowered and the bedroom allows good floor clearance. This room is also interconnecting with another bedroom so if you wish to have a carer or family member close by to help, then it is possible. We have ramps into our Garden Room and a disabled WC in the Bar area. We have portable ramps which can be moved around by either a staff member or family member to help in the other areas. We have had numerous guests use these facilities.

GENERAL HOUSE QUESTIONS

Q: Do you have WIFI ?

A: There is complimentary wifi service through-out the whole property.

Q: Are high chairs and cots available and what is the charge?

A: We have a number of cots and high chairs available – and they free of charge to use.

Q: How much parking space is there?

A: There is adequate available for guests list up to 150 people.

Q: Can we get clothes ironed or dry cleaned?

A: We have a limited number of irons available for use so we usually set them up in one of the communal areas for everybody to use. If you need dry cleaning, we can check with the local dry cleaner in Kinsale, but if you have a tight lead time, it might not be possible.

Q: What are the standard check-in and check-out times?

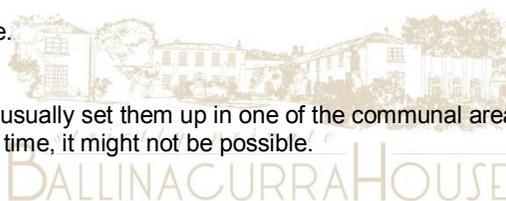
A: The standard check-in time is 2:00 pm and check-out is at 11:00 am.

Q: Is it possible to check-in earlier or check-out later?

A: It is sometimes possible, however, this depends on availability and cannot be guaranteed. Additional charges apply to cover additional staff costs, utilities etc. As a rule, each additional hour use of the property beyond our standard checkin/checkout times is €250 per hour.

Q: What credit and debit cards do you accept?

A: We accept all types of credit card but a 2% charge applies. Visa, MasterCard and Debit cards are all accepted. Cheques, Bank Transfers and cash works better of course and there are no additional charges imposed by the banks or ourselves.



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Q: How do my guests checkout?

A: We have a checkout desk which you guests come to before they leave. And based on your rooming list which you have provided us, which also indicates how much we are to collect from your guests, we offer this service. This amount collected comes off your budget.

Q: Do you have a pet policy?

A: We can discuss this on a case by case basis as we have our own dogs on the property. Ask for our Dog Policy document and we can discuss it with you.

Q: Are 'afters' guests allowed?

In our experience, most guests have moved away from inviting afters guests for the simple reason that it changes the flow of the day. Unlike other venues, we pay particular attention to the elements and timing of the wedding day itself, so that the overall mood and atmosphere of the wedding does not dip. The arrival of afters guests can interrupt this and generally causes a totally different dynamic. We therefore, prefer not to entertain this. In some instances, we have allowed a very small number (up to 10). But this has to be cleared by management in advance. It is also worth noting that afters guests end up having a cost implication as well for the final bill as a welcome drink and evening food would need to be provided. We find that couples prefer to invite overflow guests to the recovery day instead, which gives them a better chance to mingle with these guests and also keeps the mood and flow of the special wedding day preserved.

Q: Can you organise babysitters for children?

A: All Children are the responsibility of the guests and have to be monitored and cared for accordingly, especially with our proximity to water and expanse of grounds. Children's Safety and Supervision are the responsibility of the group and Ballinacurra are not held responsible for any negligence.

- If you would like any babysitters, these require advance bookings with a minimum of four weeks' notice. We do not guarantee this service, but we will try to meet your requirements.
- We recommend a ratio of about 3 children per babysitter. This varies depending on the age of the children, where they are staying, if they require a babysitter to stay in the room once they are asleep etc. There can be a lot of work involved and we don't charge for this service, so we appreciate if you can work with us.
- Give us a brief of the number of children, ages, rooms they are staying in etc. and we will give you our advice.
- The charge is Euro 12 per hour per babysitter and can be paid by the parents or on your bill.

KINSALE

strictly private
BALLINACURRAHOUSE

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Q: What are the directions to Ballinacurra House?

A: See our website for a downloadable map. Also we are on Google. We are only ever private so there is limited road signage. We suggest you tell your guests to bring the map.

Q: Is it possible to play golf while I am in Kinsale?

A: Yes there are 5 courses including the world renowned Old Head Golf Course.

Q: What activities are available in Kinsale?

A: There are many wonderful activities in Kinsale including world class sailing golf, horse riding etc. Look at www.kinsale.ie for a more detailed list.

We are happy to answer your questions, just email us at info@ballinacurra.com or see our website www.ballinacurra.com.

