



HERTFORD CASTLE

FAQs – Venue hire at Hertford Castle

How many guests/delegates can I invite?

Seated capacity is a maximum of 60.

For an unseated event, the maximum capacity is 100.

How can I plan my use of Hertford Castle?

After securing your booking, we will discuss your requirements with you to help tailor your event. If you are planning a party or celebration, you will be introduced to our external Event Co-ordinator, who will meet with you to discuss your plans and be present on the day itself. On booking, you consent to your information being shared with our external Event Co-ordinator, for the sole purpose of supporting the planning of your event, all GDPR legislation is adhered to.

What time should my guests/delegates arrive?

Access to the venue will only be within your agreed booking slot. The exact arrival time for your guests/delegates (for your invitations) can be discussed in advance. Please note that guests/delegates will not be able to tour Hertford Castle, although they are welcome to stroll the grounds in advance of your event.

What furniture is available?

Hertford Castle holds 6 x 5ft round tables, 2 x 6ft round tables, 6 x poseur tables and 16 x trestle tables. Please let us know how you would like your event/meeting to be set up.

What does my booking include?

Venue hire at Hertford Castle can include a projector, screen, tables, chairs and a PA system to play background music, via an online playlist – please contact us so we can tailor your event.

Tea, coffee and biscuits are available for an additional cost.

For corporate meetings, a buffet lunch can be provided on request for an additional cost.

Which suppliers should we use?

At Hertford Castle, as a dry hire venue, we offer you the flexibility of selecting your own suppliers for your event – caterers and a bar, for example. Hertford Castle does not 'recommend' suppliers, however it does hold a list of a list of local companies we have had the pleasure to work alongside, whom our clients have recommended.

See: <https://www.hertfordcastle.co.uk/suppliers-list/>

ALL suppliers coming into Hertford Castle MUST provide relevant written insurance and/or hygiene documentation and PAT testing certificates as necessary, to ensure the safety of you and your guests/delegates.

Please note if you book an event at Hertford Castle, you will need to consider supplying items such as napkins, tablecloths, glasses, cutlery, tableware etc.

If you are supplying your own food, please note a full list of storage instructions and allergens will need to be provided and you will be asked to sign a disclaimer form

Can we deliver things in advance?

We provide a free hour of early access to be used in advance of your event, to deliver items to Hertford Castle. Additional access can be booked in advance, for an hourly fee.

Do you have parking at Hertford Castle?

Hertford Castle provides parking spaces at weekends and a maximum of 4 allocated parking spaces on a weekday. Guests/delegates not allocated parking spaces (which must be named in advance) must use local car parks such as St Andrew Street which is less than 1 minute walk to Hertford Castle or Gascoyne Way (multi-storey) which is around a 7 minute walk away. Details of these car parks can be found at: <https://www.eastherts.gov.uk/highways-and-parking/details-our-car-parks/car-parks-hertford>

Do you supply alcohol?

Hertford Castle is licensed to sell alcohol. As a dry-hire venue, if you bring in a licensed bar there is a corkage rate of £200.

There is a corkage fee of £500 to supply your own alcohol and bar staff / servers would need to be arranged to serve alcohol to guests if required. Please also be aware that age verification may be required as we do not allow any under 18s to be served alcohol.

Hertford Castle is also able to supply alcohol for your function without corkage charges and prices are available upon request.

Can we put up decorations?

As a Grade 1 listed building, decorations should ideally be free standing. No cellotape nor blue tac should be used on the walls. Any specific decoration requests can be discussed in advance.

Can we light candles?

We do not permit real flames inside Hertford Castle, LED tea lights/candles are welcome.

Would we need to pay for any damage to Hertford Castle?

All hirers are required to pay a damage deposit of £300. If the venue is returned with damage beyond normal wear and tear, the cost of repairing the damage will be charged against the deposit and part (or none) of the deposit will be returned.

Payment of the deposit can be done on a credit card and returned after the event by using the same card. Alternatively, the amount can be added to the final invoice and then refunded (if applicable) after the event which could take up to 10 days to receive.

Is Hertford Castle accessible?

Hertford Castle has an accessible entrance and ramps, if required. There is an accessible toilet. The entire hire area is on the ground floor.

To find out more about meetings and events at Hertford Castle please contact us on 01992 552885 or email us at venuehire@hertfordcastle.co.uk