

Wedding Frequently Asked Questions

Do you have a hire fee?

No, here at The Riverstation we operate on minimum spends.

This is a figure based on booking size and day of the week, that we ask your party as a whole to reach.

This includes anything pre-ordered, and any orders on the day by yourselves or your guests.

Who do we liaise with?

You'll meet our Events Manager, Emily. Who will help you with all things weddings.

Do you do tastings?

Yes, we can arrange a time at your convenience to pop in, meet the team and taste test which dishes you'd love to share with your guests. During this meeting, you are also welcome to try our wines.

How do we do music?

Unfortunately we are unable to connect to our sound system therefore, you are very welcome to bring a musician or speakers to our venue if you've booked the Pontoon Bar or Restaurant. Please note our premises is licensed for live entertainment until 11pm, and any extensions will need to be discussed with management.

Can you stay open past 11pm?

Yes, we close our bars at 11pm Monday to Sunday although we are licensed to serve alcohol until midnight should there be an individual need. Any extension will need to be discussed with management.

Can we bring decorations?

Yes, you are very welcome to make the space your own! It's your day after all. We do ask that nothing is attached to our walls, and ask for no confetti indoors and bio-degradeable only outside.

Can we set up the night before our wedding?

This depends on our other bookings. If we have a booking the evening before in the applicable room, unfortunately we won't be able to facilitate an early set up.

This will be discussed with you no later than 2 weeks in advance of your booking date, and we will always do our best to accommodate any request.



riverstation

Wedding Frequently Asked Questions

When do we need to pre-order and pay by?

We ask all pre-orders to be sent and finalised 2 weeks before the date of your booking. This will be your final pre-order, and after this we won't be able to accept any amendments or additional orders.

We will then send over a payment link, 50% of the agreed minimum spend is required 3 months prior. With the final balance required 14 days prior. We only process pre-orders and payments through DesignMyNight via a secure link.

What happens if a guest can no longer attend?

We will always try to accommodate requests due to emergency circumstances, although we request to be notified in writing a minimum of 10 days in advance of your booking date. You will be charged for any amendments within 10 days of your booking date.

Can we pre-order drinks, and if unused, can we give them back to you?

We're afraid not, anything pre-ordered will need to be enjoyed by your party or taken home with you.

Can we have any outside area for welcome drinks?

All guests are very welcome to use our terrace areas for welcome drinks with no additional minimum spend. There is an option to include parts of the terrace exclusively as part of your booking, which comes with an additional minimum spend.

Where can we park?

We don't have our own car park. There is a pay and display car park by the side of the restaurant called 'The Grove', and we are a 2-minute walk from Queen Square.

What happens if we have to cancel our wedding?

If you need to cancel, we kindly ask that you let us know in writing. Once we receive your written notice, we'll return your initial deposit and any advance payments in full, using the same payment method you originally used. Please note that we have a 3-month cancellation policy. If the cancellation happens within 3 months of your wedding date, a 50% cancellation fee will apply.

Please do let us know
if you have any questions.



riverstation

Wedding T's & C's

Securing your booking

We are delighted to provisionally hold your booking date for you; for up to 14 days however, please be advised should we receive another enquiry during this time we reserve the right to ask you for immediate confirmation by paying a deposit to secure the space.

Deposit & payment terms

Your booking is only confirmed once we have received your £10 per person deposit pre-payment which will be redeemed off your bill on the day of your booking. The deposit is fully refundable up to (3 month weddings)
A 50% payment toward the agreed minimum spend is due 3 months prior, with the remaining balance due 14 days before the big day.

Guest numbers & Pre-ordering

If you are pre-ordering any food, please confirm your pre-order at least 14 days before your booking date as well as your total guest numbers so we can make sure everything is place for you booking on the day. Please advise us if your guests have any special dietary requirements. We will not be able to amend your pre-order after the 14 days.

Service Charge

A discretionary 12.5% service charge to your final food and drinks bill. By the end of your event we are sure you'll agree our staff deserve it, and if not, please do let us know why.

Special Requests

Do let us know if you have any particular requests no matter how far-fetched and we will always do our best for you.



riverstation