



RAEMOIR HOUSE

ROYAL DEESIDE'S PREMIER EXCLUSIVE USE VENUE

Frequently asked questions

Is Raemoir an exclusive use venue?

Yes, we ran Raemoir as a small luxury 4 star/2 rosette hotel up until 2017 when we turned it into an exclusive use only venue with no public access. It is a privately owned country house which is provided with full access throughout, 16 ensuite double rooms and it also comes with a full team of staff who provide all services, including all catering, for the time you are here. Raemoir feels more like a home than a hotel so you are encouraged to plan your wedding here as if it were your own home and we are your staff.

Do you provide any assistance with planning?

Absolutely we do! We will help you from a venue provider perspective however if you have contracted a wedding planner or you are using third party suppliers, etc., please let us know so we can discuss how we will run the event.

How many guests can you take?

The House itself can accommodate over 100 guests (split between up to 80 day guests and the rest evening only guests). If the numbers are greater a Marquee is available for which additional staff will be needed and it available through 2024 and from June to August in 2025.

Do you have minimum numbers?

Yes, 32

What time do we get in and when do we have to leave?

Guests can arrive from 2pm but we encourage the Bride and Groom to arrive an hour earlier if they want some time to make any personal arrangements (room favours, gifts, etc.) before guests arrive. Departure is at 11am and we ask that the hosts are last to leave to ensure all guests have departed, left their room keys and requirements are complete.

Do you have any staff to look after us?

Yes, we have a full team of staff who cover all the services we provide in the House 24hrs day.

Does Raemoir have any bedrooms?

Yes, we have 16 double bedrooms sleeping 32 guests. Two of the rooms have sofa beds, perfect for families, we also have 4 Z-beds plus cots so we can sleep up to 40 directly and more may be accommodated on site by arrangement.

Are all the bedrooms ensuite?

Yes, all rooms are ensuite so guests do not have to share.

Do we need to take all the rooms?

Yes, Raemoir is not a hotel and rooms are never available to the public or on an individual basis, they are all provided as part of the venue hire and are for you to allocate to guests as you wish.

What if I can't fill all the rooms?

Unallocated rooms will remain empty to guarantee you exclusive use, empty rooms are never sold to the public which can sometimes be the case with some hotels!





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How do guests book their rooms?

Guests cannot book rooms directly with us, all rooms are allocated by you.

Do guests pay for their rooms?

If you want them to. Our venue hire fees include all 16 rooms so they are paid for as a part of your account but you can charge guests for their room if you wish and you would decide how much to charge. The current average charge is £145 per room per night which we have shown in the quote.

What happens to these payments?

We can administer any room charges on your behalf if you like so you don't have to ask them for money. You allocate the rooms, any associated charge, your guests are informed, they call and provide us with card details which confirms their attendance and each time we deduct the amount from your final account which is settled a month before the date. We process the guest's cards on their departure, any rooms that are not paid revert back to your account.

What is it all going to cost?

This is the "how long is a piece of string?" question so we would ask you "what is it that you want?". By its nature Raemoir with all its bedrooms and a full team of staff who provide all the catering means our quotes are inclusive of everything so there are no hidden charges or third party costs to add on, they tend to be the end cost which will be quite different from a hotel where there is no exclusive use or a venue-only where all the third party costs have to be added on.

How do I know the costs won't change by the time my wedding comes?

In all honesty you won't, not a week goes by just now where we are not advised of price increases for some service or product and the inflation rises affecting the country are unprecedented so it is very hard to know what anything will cost in a year or two or three's time. To try and provide some idea we base our quotes on the current year and add a nominal percentage on per annum for future dates but the actual figures per annum will be applied at the date of the event so it is possible the cost will go up but it is also possible they will come down. We think this is the fairest way for both you and us.

Do we have to take the 2 or 3 day packages?

Unless one is available by itself a Saturday is always sold as a two day weekend (arrive Friday / depart Sunday) and a Friday is the same (arrive Thursday / depart Saturday) otherwise smaller events midweek may only require one day. However, we would suggest you consider the merit of a two day hire particularly where there are large numbers as we do not offer rooms on an individual basis for the night before, a single day means everyone, including suppliers, would only be able to arrive by 12.30pm at the earliest on the Wedding Day and we are not convinced this offers an efficient and relaxing start to such an important day?





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How do I know what you are providing?

We will provide a detailed quote with everything listed and then we would invite you to visit Raemoir where we can go through the quote, show you how it is created and how to adjust it yourself. The following is typical of what we include for a two day in-house wedding:

Arrival Day

- Arrival at noon for the Bride and Groom and 2pm for resident guests
- Afternoon Cream Tea
- Evening Supper

Wedding Day

- Bridal Party Breakfast and Bubbles for up to 6
- Full Highland Breakfast for Guests
- Ceremony area dressed and ready
- Afternoon Reception Drinks with Grazing Tables*
- 2 Course Dinner (Canapes plus a 3 course Dinner is optional)
- Half bottle of House Wine per guest for Dinner
- Evening Reception with Tea & Coffee or Buffet

Departure Day

- Full Highland Breakfast
- Departure at 11am

*What are Grazing Tables?

This is an option we introduced in 2018 to deal with a problem that weddings sometimes experience of not enough or no food for guests between the Ceremony and Dinner. Canapes can look great but don't always fill the hole and appetites vary across the guest list. Eating a 3 course Dinner in under 2 hours can be a challenge for some guests as well so we suggest a 2 course Dinner where the starter is served as a selection of cold meats, seafood, breads, cheeses, dips, etc., throughout the afternoon for guests to help themselves. This way they have a greater choice and the option of eating what they want at a pace that suits them leaving them more comfortable during the speeches whilst waiting for the main course to be served.

Do you provide any catering?

Yes our team of staff includes bar staff and chefs who provide all your catering needs while you are here from a Cream Tea on arrival to the full buffet Breakfast on departure and everything in between. You can tell us what you want or if you need inspiration we can provide our Menu Suggestions which are simply that, suggestions. Apart from where specialist catering is preferred we cannot offer the opportunity to self-cater.

Are there different costs at different times of the year?

Yes, costs vary depending on the month and the day so the more accurate the date you provide the more accurate the quote. If you ask for a date as "Summer 2023" then for the purposes of the quote we will use a 2 day weekend in June or July as the basis for the quote as this will provide an idea of the highest cost. The number of guests is also important - if you say "100 guests" then we will assume that this will be the number all day and all night.





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What are your capacity numbers?

We can seat up to 80 for dining in the house with an additional 40 evening guests. When numbers are greater than a Marquee is needed. We currently hire a Marquee on site from April to December and this is included in the venue hire cost and this will be the case until the end of 2024 but due to the increasing demand for smaller numbers to fit in the house only we will only have the Marquee on site from June to August from 2025 onwards, outwith these months one would need to be hired in at a separate supplier cost.

Is all the catering included in the cost?

Yes. Because we encourage you to organise your event as if Raemoir were your house we ultimately rely on you to tell us what you want to provide for your guests. This can be quite challenging so to make sure nothing is forgotten our packages include all catering for the duration of the booking. For example for a 2 night weekend hire we include an arrival Welcome Cream Tea, Supper, Bridal Breakfast, Guest Breakfast, Grazing Tables or Canapes, Wedding Dinner, Wines, Evening Buffet and Breakfast on the day of departure. If you want more, or less, then just tell us!

Do you cater for dietary requirements?

Yes, our Chef is a Member of the Masterchefs of Great Britain so all guest's dietary requirements can be met.

Can we self-cater at Raemoir?

No, our kitchens are designed for commercial use so self-catering is not something we can offer to our clients, the only opportunity is where specialised food is required and a licensed catering company takes over the kitchen completely. In any event do you really want to be cooking breakfast for all your guests on the morning of your wedding or the day after?

Can we take our own drinks?

We have an alcohol licence and cash/card bars which makes us responsible for all alcohol supplied and consumed on the premises, guests are not permitted to bring their own. If they do it is chargeable to the main account at our retail price. Bringing own drinks is regularly seen as an opportunity to reduce costs however you will want our glasses, ice, people to clear and wash up, etc., so there is no saving to be made but we are always happy to discuss your requirements if there are particular drinks required.

What time are the bars open until?

11am until midnight 7 days. We can apply for an extension until 1am any evening which will incur a charge from the local Licensing Authority plus the cost of staffing after midnight. After 1am the bar would close until non-residents had left the premises following which we can offer to run the Bar until 2am. Between 1am and 2am drinks can only be posted to guest's bedrooms on signature however additional after-hours staffing charges would apply.

Are there any gardens or grounds?

Yes we have 14 acres of secluded lawns and parklands which have direct access to 3500 acres of hill and woodland where there are endless photo opportunities.





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Is there disabled access?

Yes, all main rooms in the house are on the same level and are wheelchair accessible, however the toilet will require some independent mobility. There are no bedrooms on the ground floor in the main house. In the Ha' Hoose annexe there are two ground floor bedrooms and these also need some independent mobility. Due to the slope of the grounds the Marquee, although connected to the house, sits below the main house ground floor level and there are toilets available but there is only an internal staircase that connects the two, there is no lift.

What are the toilet arrangements for large numbers?

All resident guests have their own ensuite facilities but there are spacious toilets inside the house for non-resident guests.

Are there any activities onsite?

We have an indoor games cupboard and a box of garden games along with a putting green for outdoor use otherwise we have a list of suppliers that can provide a range of activities. There is also access directly from the grounds to the surrounding Estate hillwalks for the more energetic!

Do you have any restrictions on the suppliers we use?

None, suppliers are entirely your choice and we welcome them all however we will apply charges if we are required to provide any labour or expense associated with their equipment, goods or services which would have been chargeable by them. Supplier access is by arrangement, collection is by the time you leave.

Can we take our dog?

Yes, we have our own so they are no trouble to us at all. There is a charge per dog per night and any additional cleaning or repairs required as a result of them will be chargeable, possibly retrospectively. All we ask is that as we are surrounded by farmland that may have sheep and cattle plus there is also a working stable yard dogs must be kept on leads in the grounds when it is clear the adjacent fields are busy. Please be considerate, pick up any dog mess and place in the general waste bins on site, please do not leave poo bags lying around or at the back door for us to attend to!

What happens if we have to postpone the event?

If the re-booked date is within 6 months of the date being postponed then we will transfer any payment(s) made to the new date otherwise payment(s) are forfeit. If within the 6 months the new date is into a new calendar year then the account will be subject to the annual increase for that year.

What happens if we have to cancel the event?

If you cancel the event within 14 days of making the initial £200 payment by credit card then we will refund the card payment in full. If you can cancel the event after 14 days any payment(s) made are forfeited. If the cancellation is due to any reason where we are prevented from delivering your event, or you cannot hold your event, due to pandemic, or similar, then your card issuer should be providing cover under the protection of Section 75 of the Consumer Credit 1974 where the issuing card was used to pay the initial £200 deposit.





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Will there be any extra charges that we don't know about?

No, any additional charges would only be as a result of your request. See Section 5 of the Contract

Is there anything else I should know?

Not really, we are happy to answer any questions that you may have but at this stage we just want to be sure you know what we do at Raemoir and the flexibility we can offer.

Can we come and see Raemoir for ourselves?

Of course, this would be the next step and we would be delighted to meet you at Raemoir where we can go through everything and even help you build your own quote, all we have provided at this stage is a guide.

If you would like to come and see us just let us know when is convenient and we'll get an appointment sorted out.

