

Frequently Asked Questions and Advice About Our Horse and Carriage Services.



I am often pleasantly surprised by the number of couples (or brides' parents) who share with me that the decision to add a romantic horse and carriage ride to their wedding plans is to be the most important part of their special day! Thus, we make every effort to make your time with us everything you dreamed it would be.

RESERVE EARLY!

Spring and autumn book up quickly as those are popular seasons for weddings. The holi-

days also are very busy times. So we recommend you reserve your carriage service as far in advance as possible. You may book and pay online or send the reservation form in with your deposit via traditional mail delivery.

When we are contacted for carriage service, we send out a Carriage Reservation form outlining all the details required for your event. The form needs to be returned with the specified deposit amount in order to hold your date. The balance is due not later than ten days before your event. Dates are reserved on a first-come, first-served basis.

WHAT ABOUT TIPPING OR GRATUITY TO THE HORSE AND CARRIAGE STAFF?

It is perfectly proper and acceptable to offer a gratuity to the driver or footman. People seldom realize the tremendous amount of time and effort invested in ensuring the horse and carriage are in the proper condition to show the bride off at her very best!



WHAT IS INVOLVED IN GETTING THE HORSE AND CARRIAGE READY?

Many people, when contacting us about horse and carriage service, say "But I only need you for 15 minutes!" What they don't realize is that there are about four hours before, and four hours after, preparing your steed and carriage for perfect presentation.

- Our carriage horse is bathed and groomed, his mane is braided and bedecked with flowers, his hooves are polished.

- His fine harness is cleaned and polished and often put on before we leave.

- The carriage is cleaned, polished, and decorated with ribbon or flower accents to match the event's theme colors, if requested, then loaded onto its own trailer for transport to your event.

- The horse trailer has to be clean and stocked with fresh water and hay for his trip, so he travels in comfort to your event. Often, two trucks and two trailers are required to carry the carriage and animal to your location, which requires two drivers and a good deal of time, effort, and fuel, as you can imagine.

- The owner of Arrivals in Elegance spends a lot of time working with the client to coordinate the event date, precise pickup locations (we often send a map with the route), arrival times, wedding theme colors, safety issues, and special requests. Sometimes we coordinate with the wedding planner, venue manager, or photographer as well. The actual 15 minutes we get with the bride is the icing on the cake for us!

Then we do everything outlined above in reverse as we leave you to complete your special day!

WHAT MAKES ARRIVALS IN ELEGANCE THE BEST CHOICE FOR ME?

WHAT EXTRAS DO YOU OFFER?

In addition to accenting the lovely white rose garland and tulle decorations on our Victorian surrey with ribbon and flowers in colors coordinated to your wedding theme, we offer a champagne refresher or nonalcoholic beverage for the bride and groom, as we take them for a romantic private ride after the wedding ceremony. The new couple may also receive a free professional



A great deal of time and effort is invested in preparing the horse and carriage so they present the lovely bride at her very best!



photograph of themselves in the carriage, compliments of Terri Aigner, president of the company, who is also a professional photographer, as our gift to you. We are pleased to work with you on any other special requests you may have to make your special day perfect!

WHAT COLOR IS THE CARRIAGE? Our Victorian surrey is Amish made of finest quality wood finished in a lustrous black that accentuates your beautiful bridal gown! Featuring gleaming black patent leather fenders, dashboard, and shaft covers, this carriage has comfortable seats custom-covered with butter-soft camel-colored Mercedes Benz leatherette. The carriage is decorated with lovely white rose garlands and tulle to provide a backdrop for our passengers. We have a full auto-top in case of inclement weather, so you arrive at your destination safe and dry.



HOW MANY CAN TRAVEL IN THE WEDDING CARRIAGE?

Two to four can travel in the carriage. Children must be accompanied by an adult when riding.

WHAT ABOUT TIMING?

Horse and carriages travel approximately 3 to 7 miles per hour, so we generally pick up our passengers at a pre-determined location less than ten minutes away from your destination. If our service is to deliver a bride and the person giving her away to the wedding ceremony, we work closely with your or your wedding planner/coordinator to ensure that your grand entrance in the horse and carriage occurs precisely at the specified time. After-ceremony rides for the bridal party are usually along a safe, predetermined route near the event location.

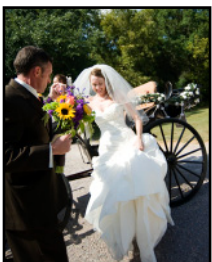
HOW FAR WILL A HORSE AND CARRIAGE RIDE GO?

Not a week goes by that I don't receive a call from someone asking if we can carry the bride and groom from the ceremony to the reception – which are several miles or even different cities apart! So, as mentioned above, a vehicle which travels only 3-7 mph needs to begin your lovely carriage ride no more than a couple miles in rural areas, or a couple of blocks in more urban areas, from your destination.

Please keep in mind that for safety's sake, we do not travel any routes with heavy automobile traffic (unless it is for a very short distance, in which case we always have a chase vehicle), or which require us to cross busy intersections unless we have police or traffic controllers. Your safety is of the utmost importance to us. Event locations with a safe route a fairly short distance apart are usually easily accommodated. Just ask! Route planning is included with your service.

HOW CALM ARE THE HORSES? ARE THEY ACCUSTOMED TO TRAFFIC?

Absolutely. Our carriage horse, Ragan, is a grand champion draft horse who is unflappable. He is accustomed to helicopters, loud trains, busy, noisy traffic, large crowds, bad weather, and much more...and he takes it all in stride. I trust him to carry my grandchildren while being led. He is very gentle, enjoys the attention of the bridal party members and passengers, and I trust him implicitly in any situation.



WHAT IS THE PROPER WAY TO ENTER AND LEAVE THE CARRIAGE?

Wait to approach the carriage until indicated by the carriage driver or the footman. We seat the bride on the same side as that from which she will need to exit. On entry, the bride may hand her bouquet to the driver, and her escort may assist her in entering the carriage and arranging the fabric of her gown. Then he or she may go around the back of the carriage and enter from the opposite side.

Upon arrival at the destination, the escort will exit the carriage, the bride again hands her bouquet to the driver, and her escort assists her in leaving the vehicle. The driver will return the bouquet to the bride and wish her the best!

IS IT OKAY TO PET THE HORSE?

Yes – but please, always ask first. The driver will indicate when it is safe to do so. Ragan loves children and will lower his head for their caresses and pats. Horses are large animals and with their bridle blinders on, cannot see what is coming up behind or beside them. So always approach from slightly off of the front (never stand directly in front of the horse), and let them know you are coming up by speaking to him. Pat his neck or side of his face...he also loves a good scratch on the forehead or behind the ears, too! People tend to want to rub the velvety soft nose of a horse, and most animals tolerate it, but imagine someone tickling YOUR nose... you can see why a nice scratch around the ears or forehead may be appreciated more!

