



**Event insurance services**  
*Your occasion, Our priority.*

Case study  
**Jacqui and Paul**

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# Case study **Jacqui and Paul**

Jacqui Goodwin and her fiancé Paul Clark fell in love with Caverswall Castle in Staffordshire, a 13th century castle set in 35 acres, when they saw it last January and immediately booked it for their wedding set to take place on 31st July this year.

**The staff at the castle encouraged Jacqui and Paul to take out wedding insurance so to be on the safe side, they contacted Event Insurance Services and bought a policy.**

It wasn't long however before they discovered all was not well. "In June last year I was reading the local paper and found out that Caverswall Castle did not have permission to offer residential services. I wasn't worried though and thought it was just a blip," explained Jacqui.

"However on New Year's Eve I spotted the front page of the local newspaper and discovered that the castle's owner had lost the appeal again. So I contacted Event Insurance Services, who were extremely reassuring," Jacqui said.

Event Insurance Services responded to Jacqui 'out of hours' when the company's Managing Director emailed Jacqui on a Saturday morning to confirm that her claim was being handled and that they would be in touch again on the Monday, which they were. All that Jacqui had to supply were copies of her receipts for the underwriters and the following day she received confirmation that the claim was going ahead.

"Not only was it a weight lifted off my shoulders to be told that my claim was being processed but I was also advised by Event Insurance Services to go ahead and book another venue, which was wonderful news," said Jacqui. "I received a cheque a few days later, just seven days after I made my claim."

Thanks to the speed at which they received the cheque, Jacqui and Paul were able to pay a deposit on their new wedding venue, The Upper House in Barlaston Staffordshire, almost immediately and it is now all booked. They feel that their new venue is actually a better option and Jacqui and Paul are looking forward to their big day with confidence, optimism and excitement.

"The exceptional speed of the service and the constant communication from Event Insurance Services was brilliant and such a weight off my shoulders. I've been spreading the word about wedding insurance as many people are unaware you can get it or don't feel it's necessary. But I tell them how it saved our wedding day and point them in the direction of Event Insurance Services!" added Jacqui.



All claims are dealt with subject to individual circumstances and policy terms and conditions.