

**Where is the Tea House located?**

The Tea House is located at Parkwood National Historic Site, 270 Simcoe Street North, Oshawa, within the formal garden. A short 3-5 minute walk from the parking lot.

**What are the hours of operation?**

The Tea House operates 7 days a week, weather permitting, from 10:30 am to 4:30 pm (last reservation at 3:00) an open later on Thursday and Friday until 9:00 pm, (last reservation at 7:30 pm).

**Wait, what do you mean “weather permitting”?**

Rainy days dampen everyone’s plans! Berry Hill will monitor the weather very closely and make their best decision based on the weather information available. A few tables are located under the covered area of the Tea House, and some have umbrellas, both of which can protect you from light rain. When the weather appears to be challenging, Berry Hill will send a cancellation email 2 hours prior to your reservation. Information will also be posted on the social media of Parkwood @parkwoodestate and Berry Hill @Berryhillfoodco. You will be contacted by Berry Hill to assist with a rebooking.

**What is the cancellation policy?**

- Your reservation can be rescheduled or canceled up to 3 days before the time of the reservation.
- You can always transfer your reservation to another person.
- In the event of a no-show or late cancellation, you will be subject to a fee of \$10.00 per person charged to the payment method used to secure your reservation.

**Is there parking onsite?**

There is limited parking onsite, but as Parkwood is a busy destination in the summer, you may find you will need to park offsite. In that case there is paid parking at the Lakeridge Health Oshawa parking garage on Parkwood Court, which is located next to Parkwood, or there is parking at O’Neill Collegiate, a high school located across the street to the east of the estate, throughout July and August.

**Is there a washroom at the Tea House?**

No, there is not. There are public washrooms located in the parking lot area. We encourage you to use the facilities before you make your way down to the Tea House, as it is approximately a 3-5 minute walk. Accessible washrooms are located in our Carriage House on the east side of the parking lot.

**What if I have accessibility issues?**

The Tea House is located on the west side of the property and will take approximately 3-5 minutes to walk to from the parking lot. There are multiple surfaces that you will encounter during your walk, so if you think this might be difficult for you, please pop into our Gift Shop 10 minutes prior to your reservation time and arrangements for our golf cart to transport you will be organized.

**What about my footwear?**

This may seem funny to say, but your walk to the Tea House will be on grass, flagstone, and gravel and will take approximately 5 minutes. Please watch your step and wear comfortable shoes.

**Are there walk in tables?**

There are limited walk-in-tables, so in order to avoid disappointment you are strongly encouraged to make a reservation.

**Is the Tea House child friendly?**

Yes, Parkwood's grounds are lovely to walk and the Tea House has a children's menu. There are limited high chairs available for your use.

**Do you have lunch/dinner options that accommodate Vegetarian, Vegan, Gluten-Free, Dairy-Free or Halal?**

- **Gluten-Free:** Yes, we are happy to say that a few of our dishes are gluten free. We also have gluten-free bread available for sandwiches.
- **Dairy-Free:** Yes, we offer a few options and many dishes can be customized.
- **Vegetarian/Vegan:** Yes, we're happy to offer a few vegan and vegetarian dishes, and many others can be customized to suit vegan or vegetarian preferences.
- **Halal:** Yes, we're pleased to offer Halal chicken.

**Can the Afternoon Tea menu accommodate dietary restrictions?**

At this time, the Afternoon Tea menu can only accommodate vegetarian and Halal food preferences, please let us know at the time of booking. The menu cannot be modified to meet vegan, gluten-free or dairy free dietary requirements. However, you are welcome to order from our regular menu, which offers more flexibility for dietary preferences.

**Can I bring my dog?**

Leashed and well-behaved dogs are welcome at Parkwood to walk the grounds. You may bring your dog to your lunch reservation, IF your reservation is at one of the outdoor tables, and not inside the Tea House proper.

**What is the maximum number of guests I can book for lunch or dinner online?**

Groups of 6 guests or more at lunch and 10 guests or more for dinner, must be booked directory with Berry Hill at 289-600-3645.

**Can I host my party at the Tea House?**

Yes! Party Menus are available for lunch and dinner. Please call Berry Hill the Tea House at 289-600-3645 to discuss in more detail.

**Can I bring a backdrop for Instagram photography for my party?**

We think Parkwood is pretty enough on its own, so no backdrops are permitted.

**Can I decorate my table?**

Table top decorations only please!

**Can I bring a cake to celebrate?**

Yes! If you have told us in advance you are welcome to bring your cake the date of your event/reservation and it can be stored in the fridge for you. Please be aware that there is a \$5 per person charge for outside desserts.

**Can I have a photographer take a few pictures during my reservation?**

Guests are welcome to take photos with their personal cameras. Any professional photography requires a permit, which can be arranged by contacting Maggie or Julia, (Wedding & Photography Coordinator) at 905-433-4311 Ext. 32872 or [photos.weddings@parkwoodestate.com](mailto:photos.weddings@parkwoodestate.com).