



Christmas at DoubleTree by Hilton Cadbury House Booking Terms and Conditions

1. All deposits paid are non-refundable, non-transferable and will be required within 14 days of booking to guarantee your booking. Joiner Parties require a deposit of £10.00 per guests. Family Disco requires a deposit of £10.00 per adult and £5.00 per child. Christmas Day requires a deposit of £40.00 per adult and £20.00 per child. New Year's Eve Ball requires a deposit of £40.00 per person.
2. Provisional bookings can be held for 14 days before the deposit is required. Due to the level of enquiries we handle, deposits not paid within this timescale will result in the booking being removed from the system without notice. Bookings made via promotional offers will require deposits to be paid as specified on promotional literature.
3. Final balances are due by Wednesday 1st November 2023. Failure to do so may result in your party being released and all money retained by venue. Bookings taken after Wednesday 1st November 2023 will require full payment upon booking. Failure to do so will be deemed to constitute your cancellation of the booking without prior notification to or from the hotel and will terminate the contract with you.
4. Any changes to your booking or cancellations must be in writing. Changes will only be accepted via the party organiser.
5. Organiser Booker Reward is only valid on your festive party night. One reward will be given per party and per organiser.
6. All monies paid are non-refundable, non-transferable and must be paid in one amount as multiple payments cannot be accepted.
7. Prices include service and VAT at the current rate
8. Club Members are entitled to a 10% discount off Christmas Party Nights (Excluding: Christmas Family Disco, Christmas Day, New Year's Eve. Discount is subject to availability). Discount applies for Club Member and three other guests only.
9. The hotel reserves the right to change the Function Room and/or date as operationally necessary and in which case the hotel shall inform you as soon as possible.
10. All menus may be subject to change without notice.
11. All Friday and Saturday menus in the Great Room require a pre-order no later than 6 weeks prior to the event. The Organiser for each group will be sent a template to complete and send back by email only. Hard copies, scans and PDF's/JPEGs unfortunately cannot be accepted.
12. Dietary and vegetarian requirements must be advised upon booking and no later than 6 weeks prior to event.
13. All our food is prepared in a kitchen where cross contamination may occur, and our menu descriptions do not include all ingredients. Full allergen information is available upon request. If you have a question, food allergy or intolerance, please let us know before placing your order. We cannot guarantee the total absence of allergens in our dishes.

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14. Great Room Joiner Parties will be seated at 7.30pm. Food will be served from 7.45pm. Family Sunday Lunch are seated at 12.30pm. We are unfortunately unable to delay service due to the late coming of any guests.
15. Private Parties in the Great Room, Drawing Room, Garden Room and Master Suite will have a designated seating time given by the event coordinator upon booking. Please refer to your contract for details.
16. Please note on selected nights there will be filming taking place for social media purposes.
17. Food and beverage not purchased on the premises may not be bought onto the premises. The hotel reserves the right to confiscate and destroy any unauthorised food or beverage bought onto the premises without prior written authorisation from the hotel and remove the guest from the premises
18. Beverage pre-orders must be received with full payment. Drinks Pre-Orders must be placed no later than 2 weeks prior to the event. Requests after these times cannot be guaranteed.
19. We promote Challenge 25. Guests who look under the age of 25 will be asked to provide identification for service.
20. It is an offence for anyone under the age of 18 to purchase or attempt to purchase alcohol. It is also an offence for someone over the age of 18 to purchase or attempt to purchase alcohol on behalf of someone under 18
21. A 16 or 17 year old is permitted to responsibly drink beer, wine or cider with a table meal, provided that an adult (over 18) purchases the drink. An adult must accompany the 16 or 17 year olds at the table meal. Bar snacks do not count as a table meal.
22. Guests behaving in a disorderly, drunken, aggressive or inappropriate manner towards any of our staff or other guests or not adhering to the terms and conditions as above will be asked to leave the premises. This may result in the entire group being refused service with no right to refund.
23. Bar times are as confirmed on the party night pages.
24. Place cards are only provided for Friday and Saturday nights.
25. The dress code is smart casual.
26. If the party cancels and only the deposit has been paid, you may be liable for full, final balance.
27. Should you fail to pay the balance on time, we reserve the right to release the booking and keep deposits paid.
28. Gift bags containing alcohol will be held in storage for the night and can be collected at the end of the evening. Any being opened during the evening will be confiscated and will not be returned

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29. SECURITY - There will be bag searches on the night, these will be carried out by our Security. If any alcohol or drinks are found on any guest or in a bag, this will be confiscated on the night and not returned to the guest.

30. BACS payments will be accepted but must be paid into our account by the 1st November 2023. Failure to do so may result in your party being released and all money retained by venue.

31. Whilst every effort will be made to ensure all events go ahead with the Performers as advertised, Cadbury House reserve the right to alter or amend the programme where circumstances are beyond the control of the Company. In such cases the customer will be notified as soon as is possible and be offered alternative arrangements.

32. Where a menu choice is required a pre-order will be required to be returned no later than six weeks prior to the event date. If the food pre-order is not returned by the required date then the venue will select your menu options and this will be non-amendable.

33. Covid-19 policy: The current global pandemic is an ever-changing situation. Rest assured, should The Government not allow us to run your event due to Covid-19, you will be offered a full refund

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