Christmas at DoubleTree by Hilton Cadbury House
Booking Terms and Conditions

1. All deposits paid are non-refundable, non-transferable, therefore you cancel a ticket for your Christmas party, your deposit will be retained by the hotel. Joiner Parties require a deposit of £10.00 per guest. The Santa Sunday Lunch also requires a deposit of £10.00 per adult and £10.00 per child. Christmas Day requires a deposit of £50.00 per adult and £20.00 per child. New Year's Eve Ball requires a deposit of £50.00 per person.

2. Provisional bookings can be held, depending on the date of your Christmas Party and how far in advance you are looking to hold the space for. 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 6-weeks prior, to the event date of your booking. Failure to do so may result in your party being released and all money retained by venue. Bookings taken after 6 weeks prior to the event 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. This can be done by adding notes onto your FANGO account or emailing christmas@cadburyhouse.com with the changes you require. Changes will only be accepted in writing and will not be accepted via phone call without an email follow up. Changes will only be accepted within the timeframes specified by the hotel.

5. One reward will be given per party for one organiser. Organiser rewards vouchers will be issued in the month of February 2027. Vouchers can be used from the date of issue until Sunday 31st May 2027. Vouchers will not be issued upon confirmation. You must state the organiser reward at the time of booking to be issued with the voucher in February 2027. These means you must note on your FANGO account when booking your ticket the organiser reward you are looking to claim for this to be issued. For any bookings without a mention, you will not receive the organiser reward.

6. All monies paid are non-refundable and non-transferable, when you're booking directly or online through your FANGO account.

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 Day and New Year's Eve. Discount is subject to availability). Discount applies for the Club Member and three other guests only. Discount is applied at the hotel's discretion.

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 events labelled 'Choice' menu require a pre-order no later than 4 weeks prior to the event. This means the guests in attendance can choose a starter, main and dessert from the menu provided. The Organiser is liable to ensure their guests menu choices are selected and all dietary

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requirements are documented to ensure we can cater to their allergens/ preferences. 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.

12. Events publicised as a 'Set' Menu means that there is an allocated menu and therefore only guests with allergens and preferences who notified the hotel within the stated timeframe will have a different menu. Set menus consist of a meat and vegan or vegetarian dish. If you do not notify the hotel within the stated timeframe you will be served the meat dish as a standard.

13. Dietary and vegetarian requirements must be advised upon booking and no later than 4 weeks prior to event. Failure to provide notice of an allergen, may result in a lack of food choice on the evening. Our food stock is ordered two weeks prior to each event and therefore without at least two weeks' notice we cannot promise you will get the dish of your choice without dietaries noted in that timeframe.

14. 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.

15. Joiner Parties will be seated at 7.30pm. Food will be served from 7.45pm. Santa Sunday Lunch guests are seated at 12.30pm. Food will be served at 12.45pm. We are unfortunately unable to delay service due to the late coming of any guests.

16. 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.

17. Please note on selected nights there may be filming and photography taking place for social media purposes. If you do not wish to be included in photos that are taken on the night please make the photographer/ videographer aware on that night. If not advised, all pictures will be seen as we feel fit for marketing purposes only and therefore will be uploaded on to our online sites such as our website or social media channels etc.

18. 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.

19. Beverage pre-orders must be received with full payment. Drinks Pre-Orders must be placed no later than 3 weeks prior to the event. Requests after these times cannot be guaranteed.

20. We promote Challenge 25. Guests who look under the age of 25 will be asked to provide identification for service.

21. 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.

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22. 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.

23. 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.

24. Bar times are as confirmed on the party night pages.

25. Place cards are only provided for 'Choice' Menu parties. If you are arranging a private party and expect our event coordinator to make your place cards, you must give at least 3 weeks' notice. Failure to do may result in no place cards for your party and therefore a slower food service.

26. Place cards will have your allergen/ dietary requirement noted on your place card. The hotel will try to make this as discretionary as possible however, it is absolutely essential for guest safety that our servers have a clear understanding of guests who have allergies/ dietary requirements. Please notify the hotel as soon as possible if you do not want your allergen/ dietary requirement visible.

27. The dress code is smart casual.

28. If the party cancels and only the deposit has been paid, you may still be liable for full, final balance. This is dependent on the time of cancellation. Deposits will be retained.

29. Should you fail to pay the balance on time, the hotel reserves the right to release the booking and keep deposits paid.

30. 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.

31. SECURITY - There will be bag searches on the night, these will be carried out by our Security team. 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.

32. BACS payments will be accepted but must be paid into our account by Saturday 1st November 2026. Failure to do so may result in your party being released and all money retained by venue.

33. 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.

34. Where a menu choice is required a pre-order will be required to be returned no later than 4 weeks prior to the event date.

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