



HOLIDAY INN CHRISTMAS PARTIES 2021

HOTEL: HOLIDAY INN NORWICH NORTH

WHAT YOU NEED TO KNOW

Do you have age restrictions?

Evening Events

All our evening parties are strictly age 18 and over. We reserve the right to ask for ID if we believe someone looks under 25. Where ID cannot be provided, we have the right to refuse entry and no refund will be given. We advise all guests to bring some form of ID on the evening.

Family-Friendly Events

For the family friendly events, age 3-12 (as at the date of the party and not at the time of booking) is classed as a child. Over 12's will be charged at the price of an adult. Under 3 years eat free.

How do I pay for my party?

Once you have made a booking you will receive an email confirmation, please keep an eye on your junk folder as we sometimes end up there. We advise you to check your booking upon receipt of your email and contact us at bookings@hichristmas.co.uk if there are any errors. Mistakes cannot always be rectified at a later date.

A £10 per person non-refundable deposit is required to confirm your booking, with the final balance being taken 6 weeks after the deposit has been paid. Any bookings made within 6 weeks of the event date are to be paid in full at the time of booking. No alternative instalments plans are available.

No cash payments are accepted. All payments must be made online. Your booking is not confirmed until a deposit has been received.

Will I receive a ticket?

We do not issue a physical ticket; your email confirmation will act as your group's tickets for the event. Please bring this with you on the evening or have available on your phone.

Can I make changes to my booking?

We will endeavour to be as flexible as possible up to 7 days prior to your party. Provided that we have availability, you can add spaces to your booking.

If you wish to reduce the number of people in your party, or cancel the complete booking, all monies paid are non-refundable.

If you can no longer make the date as a group, we will endeavour to move you to an alternative date, but this cannot be guaranteed due to availability. Where there is no availability, no refund will be made on monies paid.

How are the tables arranged?

Our tables seat either 10 or 12. If you have more than 12 guests you will be seated across two or more tables. Your tables will be positioned close to each other where possible. If you have less than 10 guests, you may have other guests seated with you on your table.

Can we make a request for our table to be near to our friends/work colleagues?

Yes, and we will endeavour to meet your request, however requests cannot be guaranteed.



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Can we make a request to be near or away from the dance floor/DJ?

Yes, and we will endeavour to meet your request, however requests cannot be guaranteed.

CANCELLATION POLICY

What is the COVID cancellation policy?

All our Christmas events will adhere to any COVID-19 regulations or Government guidance at the time of the event. We ask that any guests who are feeling unwell, or have any COVID symptoms, do not attend an event. If you have been asked to self-isolate, then you must not attend the event.

If the event needs to be cancelled due to Government imposed restrictions, a full refund will be made to the person who booked the tickets by Kew Green Group. This refund can take up to 28 days to process.

Kew Green Group Standard Cancellation Policy

We are unable to refund tickets to guests who are unable to attend the event due to personal reasons, ill health, or the requirement to self-isolate.

Kew Green Group reserve the right to cancel or reschedule party nights. You will be offered an alternative date. If you cannot make that date a full refund will be offered.

Personal arrangements including travel, accommodation or hospitality relating to the Event, are at the Customer's own risk and Kew Green Group shall not be responsible for any losses.

Liability for the cancellation or rescheduling of an Event, or for material changes to an Event, will be limited to the refund as set out above.

VENUE DETAILS – HOLIDAY INN NORWICH NORTH

Access

How many lifts does the hotel have?

Two

Does the Hotel have lifts to the function rooms?

The lift accesses all floors.

Is there disabled access in all function rooms?

Yes

Does the hotel have lifts to all floors?

Yes

Car Parking

Is there a charge for the car park?

We have an on-site car park. The charge is £3.95 overnight or free of charge for a few hours.

Do I have to book the car park in advance?

No



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FOOD & DRINK

Menu

How do I submit my menu choice?

Once you have completed your booking, you will receive an email with a link for you to follow to make the menu choice for you and your guests.

Do you accommodate special dietary requests?

Yes, we can accommodate most dietary requests. Please advise this when you make your menu selection.

What happens if we need to make amends to our menu choice or dietary requests?

Menu choices and special dietary requests are required a minimum of 30 days in advance.

Drinks

Dance through the Decades

Please note if you have booked Dance through the Decades this does not include an all-inclusive drinks package. Each will receive a glass of Prosecco on arrival.

Can I pay cash for my drinks on the evening?

Yes, cash and card are accepted on the evening to purchase drinks. We do not allow guests to create a tab.

PARTY TIME

Is there a cloakroom available and is there a charge?

We have a cloakroom available free of charge (small donations to our nominated charity, Greenfingers, can be given). Please note that items are left at the owner's risk.

Is there a dress code?

Our dress code is smart/party attire. No jeans or trainers.

What time do the party events start and finish?

The start time for our evening events is around 7:30pm. However, to avoid large groups arriving at the same time we may stagger this by 15 minutes (earlier). Confirmation of exact start time will be included in your pre-event email approximately two weeks prior to your party date.

The bar closes at 12am and carriages 12:30am.

Do you have a contact for a local taxi company?

Please ask at reception if you require a taxi booking at the end of the event. We do advise that all taxi companies are busy at peak times during the festive season so pre-booking is advised

Late Arrivals

Some of our staff can't attend the meal as they are working late, can they join us later?

Yes, they can join at a later time however they will still need to purchase a ticket at the full price.

If our guests arrive late, will they still be able to eat?

If they arrive later than 8pm then they will not be able to eat as dinner service will have commenced.



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IHG BUSINESS REWARDS

Do I get IHG Business Rewards for my Christmas party?

Yes, please visit the following link to find out more. <https://www.ihg.com/rewardsclub/content/us/en/business-rewards/br-earn>

HOW TO CONTACT US

How can I contact you if I have any questions?

For queries about your party booking, please email bookings@hichristmas.co.uk and we will come back to you.

If your question is in relation to your accommodation or general hotel dining, please contact the hotel directly.

We look forward to seeing you soon.

Holiday Inn Christmas 2021