

Festive CIRCUS

TERMS AND CONDITIONS

Deposits

Deposits are required at the time of booking. All deposits paid are non-transferable and non-refundable.

Pricing

All of the prices quoted exclude VAT, unless otherwise stated. VAT will be charged for all goods and services provided at the prevailing rate.

Final payment

The final balance is required 28 days prior to the function date, any places not fully paid for by this date will be offered for resale.

Final details

Final numbers must be confirmed 28 days prior to arrival, all menu orders and any special dietary requirements must also be received by this date.

Food and drink

Dietary requirements can be catered for with 28 days notice. The published menu is subject to change. No food or beverage of any kind is permitted to be brought into Marshall Arena. Please refrain from bringing any beverages to the event; this also includes any alcoholic gifts, which we advise guests not to bring on site. Any items found within Marshall Arena that have not been purchased on-site will be confiscated.

Age Restrictions

Shared Christmas Parties are strictly over 18s only.

Tickets

Tickets/wristbands will be sent out 10 days prior to the date of the event. Marshall Arena operates a strict policy of entry on production of a valid ticket only.

Cloakroom Facilities

Marshall Arena will have a cloakroom facility on-site for the event. Marshall Arena accepts no responsibility for any property left behind or lost on the evening.

Car Parking

Parking is available free of charge on site (subject to availability), the closest car park is S1. Vehicles may be left overnight but must be moved by 12 noon the day after your party. Please do not park in spaces managed by surrounding business neighbours, including DW Sports Fitness Centre, MK1 Shopping and Leisure Park, and the ASDA Superstore. These areas operate ANPR systems with time limits and automatic fines.

Pricing

The rates referenced in the brochure are exclusive of VAT at the rate at time of print, Marshall Arena reserves the right to increase the level of VAT subject to legislative increases.

Cancellations by the Client

Should your party size decrease in numbers (including non arrivals) payments (including deposits) cannot be refunded or offset against any other aspect of the event. Should you wish to cancel your booking no refunds will be given on any payments made. Reduction in numbers is not redeemable against any other goods or services.

Cancellations by the Venue

The venue reserves the right to change any agreement, at any time, should a stadium event/sports fixture/football match be scheduled or re-arranged, after the brochure goes to print or confirmed in writing. Stadium events/sports fixtures/football matches will always have priority.

The venue reserves the right to offer an alternative date if the event does not meet the minimum capacity required to proceed.

On each occasion the venue will endeavour to give as much notice as is practical or possible.

Cancellations due to adverse weather conditions will be offered a re-scheduled date. Refunds will not be given for part events

Seating arrangements

For shared party nights a table plan will be decided upon by the Marshall Arena team and displayed on the evening of the event. Marshall Arena reserves the right to split larger parties into smaller groups or to join smaller parties with other groups. Shared party nights are based on tables of 12.

Accommodation

If you have booked accommodation at the on-site DoubleTree by Hilton Milton Keynes, bedrooms are available for check-in after 3pm on the day of arrival and check out is before 12 noon. Any rates quoted are subject to availability at the time of booking.

Liabilities

Marshall Arena is not liable for any failure or delay in performing any of its obligations under this agreement, or liable to an attendee or guest for any loss or damage to property, if the failure or delay was due to any cause beyond its reasonable control. Including (without limitation) misconduct or negligence of an attendee, guest or external third party, war or threat of war, civil or political action or disturbance, riot, natural disaster, fire, epidemic, bad weather, military activity, government or regulatory action, industrial dispute, act of God, failure of power or machinery, failure of or interruption in externally provided services and utilities, terrorist activity (threatened or actual) or serious potential for terrorist activity whether within the proximity of the building or in the UK or worldwide and directly or indirectly affecting the UK, and all similar events outside the control of Marshall Arena.

Damage to Venue

The customer shall be responsible for any damage caused to the venue, as well as furnishings and equipment belonging to the venue or third party suppliers.

Miscellaneous

Strobe lighting may be used during the night. We enforce a zero tolerance drugs policy. The Marshall Arena team reserve the right to refuse admission, and to remove from the function any person whose condition, in the opinion of the staff, interferes, or is likely to interfere, with the enjoyment of the function by other guests. The team will not accept responsibility for people who behave inappropriately and are either prevented from entering or asked to leave the function, and no refund will be offered for guests removed from the event.

Hilton Honors Event Bonus Scheme

Does not apply for events in Marshall Arena neither are they available for collection or redemption during the Christmas party period at DoubleTree by Hilton Milton Keynes. Please refer to Point 10 of the Hilton Honors Event Bonus Scheme terms and conditions.