

## TERMS & CONDITIONS

# FESTIVAL<sup>2022</sup>

## THE RETURN OF THE ULTIMATE WHITE CHRISTMAS

### TICKETS

Tickets will be sent via Email to the lead Booker approx. 10 days prior to the date of the event. Marshall Arena operates a strict policy of entry on production of a valid ticket only.

### COVID-19

If Government guidelines permit an event from taking place, guests will be 100% refunded.

### CANCELLATIONS

Should your party size decrease in numbers (including non arrivals) payments 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. 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 therefore reserves the right to postpone any event, offer alternative accommodation or a refund. 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.

### AGE RESTRICTIONS

Shared Christmas Parties are strictly over 18s only.

### 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 10.

### 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.

### 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.

## **DRESS CODE**

Smart dress is recommended.

## **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.

## **CASHLESS VENUE**

Stadium MK is a cashless stadium, this includes the hotel, Marshall Arena and restaurants.

## **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) terrorist activity or serious potential for terrorist activity whether within the proximity of the stadium or in the UK or worldwide and directly or indirectly affecting the UK, 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, terrorist activity (threatened or actual), military activity, governmental or regulatory action, industrial dispute, act of God, failure of power or machinery, failure of or interruption in externally provided services and utilities, 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.

## **MENU DIETARY KEY**

G- Gluten, CR - Crustacean, E- Eggs, F-Fish, P- Peanuts, S-Soy, M-Milk, T-Tree Nuts, C-Celery, MU-Mustard, SS-Sesame, SD-Sulphur Dioxide, L-Lupin Flour, MO Mollusc, V-Suitable for Vegetarians, VE- Suitable for Vegans.

## **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.