



# The Ultimate Christmas Festival

## Frequently Asked Questions

### **Can I visit to see the venue before I book my party night?**

Unfortunately, we are unable to accommodate site visits or show arounds of the venues prior to booking.

### **Can you send me an email with all of the information about my party night?**

You will find all the information available on this page. Should you have any additional questions, please do not hesitate to contact us by emailing [boxoffice@iccwales.com](mailto:boxoffice@iccwales.com).

### **What are your payment terms?**

A deposit will be required for all parties at the time of booking. Please note that all deposits are non-refundable and non-transferable.

### **How do I book accommodation? Is there a discount?**

Party night bedroom rates are available on the Celtic Collection website. Please book online for the best available rates.

### **Are there any upgrade options available?**

Why not book a place at our exclusive VIP Glitter Lounge? You can find out more and add this to your reservation using the 'manage your booking' function on our website.

### **How do I inform you of dietary requirements?**

Please let us know of any dietary requirements at the time of booking. Alternatively, you can add these on to your reservation using the 'manage your booking' function on our website.

### **What is the dress code?**

The dress code for this event is 'Christmas party chic'.

### **Will we be seated together?**

We will do our best to sit large groups as close together as possible however this cannot be guaranteed and depends on the set up of the party night venue and capacities at that venue.

### **Will we be joined with another group?**

All of our party nights take place on tables of up to 12 guests. Smaller groups may be joined to form one large table.

### **What time can we arrive on the night?**

Festive-al doors open at 7.30pm, our bars will be open from 5.30pm.

### **Is there an age limit for entry?**

Our party nights are open to adults aged 18 years and over. Children under 18 years of age are not permitted to attend.

### **Where can I park when I arrive?**

Car parking is available at ICC Wales, including overnight parking (charges apply). Taxis can drop off outside the main entrance to ICCW and can also be requested with our team on the evening, all bookings are subject to availability.

### **Can we visit the Celtic Manor Resort on the night?**

Our Resort Hotel is open to members and hotel residents only.

### **Can I purchase drinks in advance?**

Yes, you can pre-order drinks ahead of your arrival. Simply add these to your reservation using the 'manage your booking' function on our website.

### **Can I bring my own drinks?**

It is not permitted to bring your own food or drinks to any party night. Anything found will be removed and handed back to you at the end of the night.

### **I don't drink. Will there be non-alcoholic options available?**

Yes, we will provide a non-alcoholic alternative at all of our party nights.

### **Will there be somewhere to leave my coat?**

There will be a complimentary cloakroom available for all guests on the night. Please remember to collect your belongings before you depart.

### **How do I add more people to my party?**

Please do this through the 'manage your booking' tool on our website. You will only be able to add guests if there is availability on that party night. If the party night is full, please do not call as we will be unable to add more guests to your booking.

### **If a party night is listed as 'Sold Out' can I add people to my group booking?**

Unfortunately, if a party night is detailed as sold out on our website, we are unable to accept any further bookings or additional guests on previously made bookings.

### **How do I reduce the number of people in my party?**

Please contact us by emailing [boxoffice@iccwales.com](mailto:boxoffice@iccwales.com) to reduce the numbers within your party. Please note that all deposits are non-refundable and non-transferable.