



BOOK YOUR 2026 Festive Event



• Scan the QR code
to book your Festive Event

Please contact our Events Team for availability
and individual requirements **before** completing

01483 30 30 30
events@mandolay.com

PLEASE NOTE!

Bookings are not confirmed until deposits have been received

Payment by Bank Transfer Mandolay Hotel

Account Number 06422063 Sort Code 18-00-02 Ref Group Booking Name | Contact Name

Payment by Card Please contact Sales and Events on 01483 30 30 30 option 3
or email events@guildford.com to receive a payment link



BOOKING CONDITIONS SUMMARY

DEPOSITS AND PAYMENTS

A non-refundable deposit of £10.00 per person is required when booking an All Inclusive Party Night, All Inclusive Christmas Gala or Festive Party Night. The remaining balance must be paid at least 4 weeks before the event; final numbers must be given at this stage. You can add to your booking, but this will depend on the hotel's availability. Please note that additional tickets cannot be guaranteed until the deposit or payment has been received. The Hotel cannot take responsibility for chasing late payments and whilst every effort will be made to contact organisers it may be assumed that the booking has been cancelled. Deposits are not refundable or transferable. The Hotel reserves the right to change the programme or menu at any time without prior notice. All information is correct at the time of going to print.

CANCELLATIONS

For cancellations made 4 weeks or more before the event a full refund will be given less the £10.00 per person deposit paid. No refund will be given for cancellations within four weeks of the event.

You can add to your booking at any time (subject to availability), but if you need to reduce numbers, cancellations will fall within the terms highlighted in the booking conditions and your deposit cannot be transferred to cover food, drinks, accommodation, or any other services offered at the Hotel.

SEATING

Every effort will be made to accommodate specific seating requests; however, these cannot be guaranteed.

The Hotel offers round tables seating up to 10 guests and long tables seating up to 15 guests. A minimum table size of two guests applies.

For Christmas events, the hotel reserves the right to allocate seating throughout all areas of the property. While the hotel is not obligated to confirm or disclose specific seating locations, we guarantee that all guests will be seated together with their group or company.

ALL INCLUSIVE FESTIVE PARTY NIGHT TERMS AND CONDITIONS

1. Open Bar Event

This event includes an open bar and is operated in strict accordance with the hotel's premises and liquor licence. Compliance with all licensing laws is mandatory and non-negotiable.

2. Guest List Requirement

The booker must submit a full and accurate list of all attendees, including full name and date of birth, under the applicable ticket number no later than two weeks before your booked event date.

Failure to provide this information by the stated deadline may result in refusal of entry and/or refusal of service, without refund.

3. Photo Identification

All guests must present valid, original physical photo identification displaying their date of birth upon arrival. Digital images, photographs, or copies of identification will not be accepted under any circumstances.

4. ID Verification and Wristbands

Identification will be checked at the designated host stand. Guests whose identification is verified will be issued a wristband.

Wristbands

- Are mandatory for service at the bar
- Are non-transferable
- Must be worn and visible at all times

Guests without a wristband will not be served alcohol. No exceptions will be made.

5. Arrival and Service Times

Arrival and wristband collection commence from 6:30 pm.

The All Inclusive bar operates strictly between 7:00 pm and 12:30 am.

A Cash Bar will operate outside these hours.

The All Inclusive package only applies once doors open and wristbands have been issued.

6. Responsible Service of Alcohol

In line with licensing legislation, the hotel reserves the absolute right to refuse alcohol service to any guest who appears intoxicated, regardless of wristband status.

Any guest displaying unacceptable, unsafe, or disruptive behaviour may be removed from the premises by hotel management or security, without refund or compensation.



BOOKING CONDITIONS SUMMARY

CONTINUED

7. Drinks Package

The All Inclusive Drinks Package is fixed and subject to availability. No substitutions or amendments are permitted, except where changes are made by the hotel.

It is the sole responsibility of the Booker to distribute the Drinks List to attendees.

8. General Conditions

This is an Adults Only event.

The Hotel reserves the right to amend, enforce, or interpret these terms where required to ensure legal compliance, safety, and operational integrity.

The Hotel accepts no liability for refusal of service or removal resulting from breach of these terms.

ENTERTAINMENT AND BAR TIMINGS

Timings Arrival, seating, and buffet times are fixed, so please ensure you arrive in good time so as not to inconvenience other guests. Also please see specific itineraries for appropriate timings.

The Hotel reserves the right to alter these times at their discretion.

FORCE MAJEURE

Christmas and New Year packages must be prepaid in advance and are non-refundable at the time of booking unless HM Government advice is given where the event or hotel cannot accommodate the booking.

If an unexpected event (act of God, global pandemic or HM Government restrictions) causes the Hotel to be unable to offer all services booked, you will receive a full refund. A partial refund may be offered if the hotel can only offer limited services due to HM Government guidelines. You will also be offered a date change where possible if required. If you need to cancel the event, for personal or other reasons standard cancellation terms will apply as per your Christmas contract. All deposits are non-refundable.

PERSONAL PROPERTY

The Hotel shall not be liable for the loss of or any damage to the property of the customer or any guest suffered or incurred whilst on the Hotels premises, save insofar as the same may have been caused by the default of the Hotel, its servant or agents. In particular, it is to be noted that the cloakroom areas provided for the customers and guests are not under the constant supervision of the Hotel and that any property deposited therein is left there at the sole risk of the owners.

SECURITY AND FILMING

Mandolay reserves the right to film events for marketing purposes, with full regard to due diligence. Mandolay staff and management are experienced in all matters of event management and control. Additional security can be provided, at an agreed cost.

SMOKING AND VAPING

It is against the law to smoke or vape in a public building.

DAMAGE

The Customer shall be liable for any damage caused to the Hotel, or to any furnishings, fixtures, fittings, utensils or equipment therein, by the negligent or wilful act or omission of the Customer, its guests, employees, agents, contractors or any third party engaged or invited by the Customer. The Customer shall pay to the Hotel on demand the full amount required to make good or remedy such damage, including compensation for any loss of business suffered whilst such damage is being repaired.

PRIVACY POLICY

Mandolay takes the confidentiality and protection of your data very seriously, for a full version of our Privacy Policy please visit our website mandolay.com

HOTEL TERMS AND CONDITIONS

General Terms and Conditions can be found on our website. Please visit mandolay.com



View our Policy page here



MANDOLAY

One Unique Hotel
Infinite Possibilities