

ASPEN
Rocks!

nec
birmingham

VIVID
Experience



CHRISTMAS PARTY WORLD

INCREDIBLE CHRISTMAS PARTIES AT THE NEC, BIRMINGHAM



WELCOME 2022

“

I'M ALWAYS VERY IMPRESSED WITH THE ORGANISATION AND RUNNING OF THIS EVENT, ALSO THE HIGH STANDARD OF THE FOOD FOR SUCH A LARGE AMOUNT OF PEOPLE - I'LL BE BACK IN DECEMBER!!

ROLLS ROYCE



WORLDCLASS CHRISTMAS PARTIES

**WELCOME TO CHRISTMAS PARTY WORLD;
BIRMINGHAM'S FLAGSHIP CHRISTMAS PARTY
VENUE STAGED AT THE NEC**

For 14 years Vivid Experience has designed and produced the very best Christmas Parties in the UK. Having built a strong and exciting reputation, we are now widely recognised as leaders in our field, delivering unparalleled experiences for our guests year after year. We host our parties at flagship venues in cities across the UK, including Birmingham's NEC, where each year we create Christmas Party World; our state-of-the-art purpose built Christmas party venue.

2022 sees us return to the NEC's flagship event space Hall 1. And after reducing the size of Christmas Party World during the pandemic, a return to our usual full scale spectacular party environment!

I hope you will chose to join us this year for ASPEN Rocks - our 2022 theme which promises a magical winter wonderland feel with double story ski lodges, bustling alpine bars, delicious food and incredible entertainment.

I look forward to seeing you there!

Hayley Alton
Managing Director

THE NEC; BIRMINGHAM

WIDELY RECOGNISED AS BIRMINGHAM'S
FLAGSHIP CHRISTMAS PARTY VENUE, THE NEC
PROVIDES A WORLD CLASS DESTINATION FOR
WORLD CLASS CHRISTMAS PARTIES!

Christmas Party World, built within Hall 1 of Birmingham's NEC, plays host to a range of Christmas parties that rock the world! Our parties have become the stuff of legend.

Award-winning catering, mesmerising entertainment, electrifying production and enchanting Christmas theming on a staggering scale. We work with the very best production and lighting companies, set designers, choreographers and chefs to produce awesome Christmas parties now recognised as the very best in the country.

Conveniently located on the edge of the country's 2nd city, The NEC boasts superb transport links. It is next door to Birmingham International Airport and connected by a covered walkway to the main line train station. A taxi rank operates from directly outside the venue and we offer free car parking on site.

There are several hotels to suit all budgets within a short walking distance of the venue, or The NEC own a fleet of buses available to ferry guests to and from, should the need arise.

Simply the ultimate Christmas party venue.

nec
birmingham





THE PARTY; ASPEN ROCKS

JOIN US ON A FAST FLOWING JOURNEY
THROUGH THE SNOW-CAPPED HILLS OF ASPEN,
TO A BUSTLING ALPINE VILLAGE HIGH UP IN
THE MOUNTAINS WHERE AFTER A HARD DAY'S
SKIING AN INCREDIBLE END-OF-SEASON
APRES-SKI PARTY IS IN FULL FLOW!

“As you enter the venue, a forest of lightly snowed fir trees line the entrance, lit in crisp whites and ice blues. Beams of light dance around catching intriguing forest imps and titled birds of flight as they welcome you into the magical landscape.

As you begin to make your way through to the main bar area where friends and family wait, the tempo of the evening begins to change pace as the night starts to show its real character. The bars exude endless, fast-moving energy which adds to the electric atmosphere. Scents of roasted chestnuts and log fires fill the air while up-beat, feel good music encapsulates the mood as you gather for pre-dinner drinks...

Rustic log cabin bars serve specialties; pale lagers and glühwein mulled wine, while intriguing flavours of ice-cold schnapps are sampled by the more daring! The cocktail bar is as busy as ever as professional mixologists mix and mingle iconic drinks, while the main Alpine bars offer traditional beers, spirits, crisp wines and delicious canapés are offered around the room for you to sample.



As you take your seats for dinner, the focus moves to the main stage as the evenings entertainment gathers pace again. Hand-picked world-class circus entertainers perform the impossible with poise and grace to a backdrop of fire flames and mesmerising lighting. As you enjoy a tasty festive dinner and relax amongst friends and colleagues, conversation is plentiful and fine wines flows!

As the last spoonful of dessert is devoured, the lights cut to an explosion of light and sound that marks the beginning of dazzling finale. As the epic stage show comes to a climatic end, the power passes to the DJ and the dance floor passes to you! An uplifting bend of classic party tunes and modern day hits instantly lures you onto the floor to begin dancing the night away.

Elsewhere in the building a raft of after dinner entertainment has appeared to take your party experience into the early hours. Casino tables open and the indoor fairground rides begin to wiz and whirl. While some take coffee and chocolates in a quieter area, the dance floor beckons for those disco bunnies with boundless energy and whose night is still young! And don't forget to sample a midnight breakfast roll!

As the evening draws to an unwelcome end, memories of a fun filled night remain as you reflect on a truly spectacular party!"

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A MASSIVE THANKYOU FOR ENSURING THAT WE HAD A PERFECT EVENING - IT WAS BY FAR THE BEST EVENT WE HAVE ATTENDED AND I HAVE HAD COUNTLESS PHONE CALLS FROM PEOPLE THANKING ME. THE FOOD WAS SERVED QUICKLY AND WITH GREAT ORGANISATION, THE DRINKS SERVICE WAS SEAMLESS AND THE ENTERTAINMENT WAS SO INTERACTIVE...

SHANNON MACK - AMTICO

WHAT TO EXPECT

AN INCREDIBLE EXPERIENCE FROM THE MOMENT YOU ARRIVE...

- Birmingham’s leading and most popular Christmas party venue
- Spectacular ‘ASPEN Rocks!’ theming throughout the award winning venue
- World class aerial acts such as double trapeze, tandem rope and flying silks
- Bar entertainment including acro-balance and high tempo dance routines
- Delicious canapé reception
- 3-course dinner
- Coffee & chocolates
- Midnight breakfast
- Professional Cocktail Bar *
- Moët & Chandon Champagne Bar *
- Fevertree Gin Bar *
- Fairground rides: Dodgems, Waltzer, Twist & Miami *
- After dinner disco & professional DJ
- Casino tables including Blackjack & Roulette **
- Professional group photography *

* These items are optional - there will be a small charge on the evening
** Fun Casino - all profits are donated to our chosen charity, The NSPCC

VENUE FACILITIES

- Superb transport network
- Free car parking onsite
- The NEC is linked by a covered walkway to the train station
- Free cloakroom facilities
- Full disabled access
- Designated taxi pick up / drop off point
- Please pre-book taxis

ITINERARY

- 18:45** Venue opens
Canapé reception
Entertainment begins
- 20:00** Call to dinner
- 20:25** Dinner is served
- 22:00** Disco & after dinner entertainment commences
- 12.00** Midnight breakfast
- 12.45** Bar closes
- 01.00** Venue closes

DATES & PRICES

WEEKEND OR WEEKDAYS, ALL-INCLUSIVE NIGHTS OR OUR RETAIL & 999 NIGHT

	Ex VAT	Inc VAT	
Wednesday 23rd November	SOLD OUT		
Thursday 24th November	SOLD OUT		
Friday 25th November	£58.33	£70.00	
Saturday 26th November	£59.17	£71.00	
Sunday 27th November *	£41.67	£50.00	RETAIL & 999 NIGHT *
Wednesday 30th November **	£68.33	£82.00	ALL INCLUSIVE NIGHT **
Thursday 1st December	SOLD OUT		
Friday 2nd December	£66.67	£80.00	
Saturday 3rd December	£66.67	£80.00	
Sunday 4th December *	£41.67	£50.00	RETAIL & 999 NIGHT *
Tuesday 6th December **	£68.17	£83.00	ALL INCLUSIVE NIGHT **
Wednesday 7th December **	£70.83	£85.00	ALL INCLUSIVE NIGHT **
Thursday 8th December	£50.00	£60.00	
Friday 9th December	£69.17	£83.00	
Saturday 10th December	£69.17	£83.00	
Sunday 11th December **	£72.50	£87.00	ALL INCLUSIVE NIGHT **
Tuesday 13th December **	£70.83	£85.00	ALL INCLUSIVE NIGHT **
Wednesday 14th December	£41.67	£50.00	
Thursday 15th December	£51.67	£62.00	
Friday 16th December	£69.17	£83.00	
Saturday 17th December	£69.17	£83.00	
Sunday 18th December **	£72.50	£87.00	ALL INCLUSIVE NIGHT **
Tuesday 20th December **	£72.50	£87.00	ALL INCLUSIVE NIGHT **
Wednesday 21st December **	£72.50	£87.00	ALL INCLUSIVE NIGHT **
Thursday 22nd December	£50.00	£60.00	
Friday 23rd December	£66.67	£80.00	

* Retail & 999 Night - Reserved exclusively for those working in the retail industry or emergency services sector, with a competitive ticket price on a mid-week night.

** All-Inclusive Nights - Ticket price includes house wine, premium beers, ciders, alcopops and soft drinks. To comply with our licensing policy, guests must be 18 or older to attend our all-inclusive nights.
WE PROMOTE RESPONSIBLE DRINKING AT ALL TIMES.

AMADEUS

Catering is provided by Amadeus - the superb multi-award winning caterer. Amadeus' head chef leads a talented team in the kitchen. Menus are freshly prepared each day on site using good quality ingredients, much of which comes from local suppliers.



WE HAD A FANTASTIC NIGHT, THANK YOU. IT WAS SO WELL ORGANISED AND EVERYONE THOROUGHLY ENJOYED IT. THANK YOU FOR ALL YOUR HARD WORK.

LISA JONES - TAYLOR WIMPEY

MENU

V - Vegetarian **GF** - Gluten Free **DF** - Dairy Free **VG** - Vegan **GFA** - Gluten Free Available **DFA** - Dairy Free Available

CANAPÉ RECEPTION

Mini poppadom's with a spiced carrot relish **DF/GF/VG**
Air dried British ham on crostini with caramelised fig, apple and pear chutney
Traditional roast beef with horseradish mash in a baby Yorkshire pudding
Mac 'n' cheese in a Japanese bread crumb **V**

STARTERS

Roasted butternut squash and carrot soup topped with toasted croutons **V/GF/DF/VG**
Baked salmon fillet glazed with sweet chilli and fresh lime, on a nest of fine oriental rice noodles and vegetables **GF/DF**

MAINS

Pan-fried chicken with a festive stuffing, pig in blanket, creamed parsley potato, honey glazed carrot & parsnip, green beans and a pan jus **GFA/DFA**
Portobello mushroom with a bean and lentil cassoulet on a sweet potato and celeriac rosti, served with roasted vegetables and a tomato and red pepper sauce **V/DF/GF/VG**

DESSERTS

Indulgent sticky toffee pudding served with hot salted caramel sauce
Decadent Chocolate truffle brownie torte with fresh berries & raspberry coulis **V/GF/DF**
A selection of cheese, biscuits & homemade chutney

COFFEE & CHOCOLATES

Freshly ground coffee, teas and chocolate truffles served from the coffee bar in the room

MIDNIGHT BREAKFAST

Crispy bacon in floured rolls **GFA**
Vegan sausages in floured rolls **V/GFA/DF/VG**

SPECIAL DIETARY REQUIREMENTS

If you or a guest have a special dietary requirement, please mention this when placing your order. Full allergen details are available on request.

DRINKS

PLEASE NOTE THIS IS A SAMPLE DRINKS LIST BASED ON PREVIOUS YEARS. THE 2022 LIST WITH PRICES WILL BE PUBLISHED SHORTLY.

WHITE WINES

- 1 Pierre Lacasse Chardonnay, France
Full flavoured but soft and well balanced with aromas and flavours of apricot and peach.
- 2 Rio Roca Sauvignon Blanc, Chile
This is zesty and fresh with notes of grass and green pepper and citrus acidity.
- 3 San Giorgio Pinot Grigio, Italy
A very classic Pinot Grigio with notes of nuts, pear and melon.
- 4 Campo Flores Verdejo, Sauvignon Blanc, Spain (Vegan, Organic)
Vibrant fresh but intense pear, peach flavours with citrus fruit and a hint of grapefruit, quite floral and aromatic.
- 5 Neptune Point Sauvignon Blanc, Marlborough, New Zealand
Pure, flavourful, intense and well structured with aromas and flavours of passion fruit and grass.
- 6 Chablis Ac Elegance Jean Moreau, Burgundy, France
A classic with fantastic purity and minerality with notes of apples, grilled nuts and honey.

RED WINES

- 7 Pierre Lacasse Cabernet Sauvignon, France
An easy drinking, medium bodied wine with bramble fruit, ripe plums and some subtle spice.
- 8 Rio Roca Merlot, Chile
There is bramble fruit, ripe plums and cedar on the palate with tightly grained tannins.
- 9 Percheron Shiraz Mourvedre, Australia (Vegan)
Wonderfully lifted perfumed nose with bright fleshy raspberry fruit and a touch of savoury gaminess on the finish.
- 10 Old Station Malbec, Argentina
Well-balanced acidity on the palate with fine tannins and a raspberry, apple, cherry and cinnamon crumble finish.
- 11 Botter Primitivo Salento, Doppio, Italy (Vegan)
Medium bodied, rounded, warm and silky with juicy red plums, red cherries and soft tannins.
- 12 Cuvee Papale Chateauneuf Du Pape, France (Vegan)
Blended by Alex Favier, one of the region's best producers, this is an archetypal and rustic Chateauneuf-du-Pape; spiced black fruit aromas and a velvety, warm palate.

ROSÉ

- 13 Pierre Lacasse Rose, France
An elegant, delicate and refined rose with tight raspberry and cranberry fruit and refreshing acidity.

FIZZ

- 14 Nua Prosecco, Italy (Vegan)
Light, fresh and well balanced with attractive aromas and flavours of melon and green apples.
- 15 Nua Rose Prosecco, Italy (Vegan)
Lightly aromatic with notes of melon, pear and sweet cranberry on the nose and palate.
- 16 Jules Feraud Brut NV Champagne, France (Vegan)
Fresh and extremely appealing with notes of caramel, buttered toast, grilled nuts and pistachio shells.
- 17 Jules Feraud Rose Champagne, France (Vegan)
Beautifully balanced, elegant and refined with bread and butter pudding, apple crumble and toasted hazelnuts.
- 18 Chapel Down Classic Non-Vintage Brut, England
A very approachable style of fizz. Pale lemon in colour. The nose has notes of red apple, lemon grass and fresh bread. Finely structured with flavours of fresh citrus and strawberry.
- 19 Moët & Chandon Brut Imperial
Full of body and flavour, fine and well balanced with an elegant finish.
- 20 Veuve Clicquot Yellow Label Brut
Gold in colour, crisp and dry with a fine persistent sparkle and citrus hint.
- 21 Moët & Chandon Rosé Impérial, France
A wonderfully fresh, floral style Rosé Champagne. 90% Pinot Noir and Pinot Meunier.
- 22 Moët & Chandon Brut Impérial en Magnum 150cl
Full of body and flavour, fine and well balanced with an elegant finish.
- 23 Dom Perignon, France
Only ever a vintage, Dom Pérignon is an act of creation. Initial notes of vanilla gradually expand into darker, toastier notes. Concurrently, hints of juicy, fleshy fruits (peaches, apricots) and a floral scent round out the delicate ensemble.

WATER

- 24 Still Mineral Water (750ml)
- 25 Sparkling Mineral Water (750ml)

DRINKS PACKAGES

OFFERING GREAT VALUE - PRE ORDER ONLY

- 26 Drinks Voucher
Exchangeable for any single drink (excluding cocktails & champagne)
- 27 Bottle Bucket
10 bottles of premium beers or alcopops served in an ice-cold bucket to your table
- 28 Soft Drinks Bucket
10 glass bottled soft drinks and mixers in an iced bucket, served to your table
- 29 Bottle of Spirits
A 70cl bottle of premium spirits served to your table (1 bottle per 10 guests)
- 30 Silver Table Package
A hassle- free selection of drinks for your table! This package includes 3 bottles of house wine (red, white, rosé) 10 chilled beers & ciders and a bottle of still and sparkling water - on your table ready for when you take your seats.
- 31 Gold Table Package
The ultimate start to your evening! This package includes 2 ice-cold bottles of Champagne, 3 bottles of superior wine, (red or white) 10 chilled beers & cider and a bottle of still and sparkling water - on your table ready for when you take your seats.
- 32 Prosecco Package
Add some fizz to your night! 3 bottles of premium Prosecco, chilled and waiting for you on your tables(s) as you take your seats.
- 33 Fairground Fun Package
Treat your guests to the fun of the fair after dinner. Save money by pre-buying vouchers for the fairground rides, stalls and fun casino. 10 vouchers for the price of 8
- 34 Drinks Package 1*
Inclusive beers, house wine and soft drinks all night.
- 35 Drinks Package 2*
Inclusive single spirits, prosecco, beers, house wine and soft drinks all night.

* Drinks packages (Wristbands) can only be purchased if bought for each and every guest in the party. All guests must buy the same package. i.e Party groups cannot mix Drinks Package 1 and 2.

ALL INCLUSIVE NIGHTS

Our all-inclusive nights include premium beers, ciders, wines and soft drinks for the duration of the evening, included within the ticket price. We will also automatically place a selection of drinks on your table, ready for when you take your seats

The All-Inclusive nights are clearly marked on the Dates & Prices page

WE PROMOTE RESPONSIBLE DRINKING AT ALL TIMES

We want you to enjoy your Christmas party - Please drink sensibly
To comply with our licensing policy, All-Inclusive evenings are restricted to over 18's only





BOOKING YOUR TICKETS

HOW TO MAKE A BOOKING

- 1 Book online at birminghamchristmasparties.com and reserve tickets for 10 days with no financial commitment.
- 2 Within 10 days pay your £15 per person deposit.
- 3 8 weeks prior to your party pay your balance, choose your menu and pre-order your wine.

BOOKING INFO

£15.00 (inc VAT) per person non-refundable & non-transferable deposit.

If booking less than 8 weeks prior to the party - FULL payment is required.

Internet Banking payments preferred - Please use Booking No (BM*****) as reference.

Bank details for payments: Vivid Experience Ltd, HSBC Bank. Sort code: 40-32-04 Acc No: 71668412

Cheques made payable to 'Vivid Experience Ltd'. One Cheque only per booking please.

Full terms and conditions are on page 26.

HIRING THE VENUE EXCLUSIVELY

As well as offering mixed parties for groups of 8 upwards, Christmas Party World at The NEC is available for exclusive hire. During December the venue has a high specification of lighting, sound, staging and theming installed, offering great cost savings. The venue can be tailored to accommodate a variety of event styles.

For more information on exclusive hire, please email emily@vividexperience.co.uk

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*WHAT AN INCREDIBLE EVENING! AMAZING VENUE,
ATTENTION TO DETAIL WAS FABULOUS AND THE FOOD
WAS DELICIOUS. GOOD NEWS SPREADS FAST AND WE ARE
DOUBLING OUT NUMBERS FOR NEXT YEAR*

NFU MUTUAL

*WE CAN'T STOP TALKING ABOUT THE WHOLE NIGHT. THE
WHOLE EVENING WAS WELL PLANNED; THE SERVICE, THE
FOOD AND THE ENTERTAINMENT WAS AMAZING*

SARAH NUTTALL - BALFOUR BEATTY

*WE ALL HAD A FANTASTIC NIGHT AND THE TEAM GAVE
EXCELLENT FEEDBACK. THANK YOU*

KATE ARMITAGE - COCA COLA ENTERPRISES

*COULDN'T HAVE ASKED FOR MORE... GUESTS WHO CAME
WITH US WERE ASKING FOR DETAILS FOR YOUR PARTIES
NEXT YEAR!*

ANNETTE LORD - VIRGIN MEDIA

*WHAT A FANTASTIC CHRISTMAS PARTY... THE ROOM
LOOKED STUNNING AND THE ENTERTAINMENT WAS
ENTICING. GREAT FOOD AND DRINK TOO!*

NAIME AZMI - BRISTAN GROUP

*THE SERVICE AND FOOD WAS EXCELLENT, THE VENUE
WAS WONDERFUL, AS WAS THE ENTERTAINMENT. IT
WOULD DEFINITELY BE A PARTY I WOULD RECOMMEND*

MAURA WILLIAMS - COTTON TRADERS



FAQ'S

What is the minimum booking?

As we never mix groups, we have a minimum booking requirement of 8 guests.

How do I receive confirmation of payments and booking from you?

All of our correspondence is now via email so you receive everything from us in the most efficient way possible.

All Inclusive Nights

All Inclusive party nights include inclusive house wine, beer, alcopops, cider, bitter and soft drinks all night. It excludes spirits, cocktails, champagne and fairground attractions and fun casino, however these can be purchased separately on the night.

What does the ticket price include?

The ticket price includes entry to the party, canapé reception, 3-course dinner, midnight breakfast, spectacular entertainment and disco. Small charges apply for the fun casino and fairground rides or stalls.

How do I pay for my party booking?

Our preferred method of payment is via an Electronic Bank Transfer. We also accept cheques made payable to Vivid Experience Ltd and debit or credit cards. We DO NOT accept American Express.

Is there an age restriction?

Guests aged 16+ are welcome at the venue, however all-inclusive nights are restricted to guests aged 18+ only. We operate 'Challenge 25' on all evenings, so you may be asked to present ID when purchasing alcohol.

I've pre-ordered wine how do I collect it on the night?

Your wine will be waiting for you (chilled if suitable) on your table as you take your seat. Any alcohol purchased before or during the event cannot be removed from the venue.

Can we add people to our party?

Unless we are completely sold out, we'll always do our best to squeeze them in!

Drinks Vouchers:

Drinks vouchers save you money but must be pre-ordered from the office or online

- 1 voucher = 1 standard drink*
- 1 voucher = 2 soft drinks**
- 2 vouchers = 1 cocktail
- 3 vouchers = 1 glass of Moet Champagne

*spirit & mixer, beer or glass of house wine

**excludes Red Bull and J2O

Drinks packages:

We've designed two drinks packages for those wanting to enjoy inclusive drinks on the night.

- Drinks package 1 - Includes beers, alcopops, house wines and soft drinks
- Drinks package 2 - Includes beers, alcopops, house wines, prosecco, soft drinks plus single measure spirits

You can only order drinks packages as a whole party group not individually. The same package must be bought for the whole group. Packages cannot be mixed.

Whilst drink packages enable inclusive drinks, we operate a responsible drinking policy and therefore allow up to two drinks at any one time.

Can each member of our party pay separately?

Unfortunately not - payment is only accepted from the party organiser - multiple cheques / payments will not be accepted.

Is there a cloakroom?

There will be a fully staffed cloakroom for all guests to leave belongings free of charge. Please note we cannot be held responsible for any loss or damage to items left in the cloakroom.

Can we do a table plan for our party?

Yes of course, we seat parties in groups, but you are welcome to come and add your own name places to the table on the night.

What happens if my number of guests fall below the minimum number?

We would require full payment for the minimum requirement.

When is the latest I can send my menu over?

Menu choices for every member of your party must be submitted no later than 3 weeks before the event as we are unable to issue e-tickets without this submitted.

When will I receive my tickets?

Assuming we have received your final balance payment and your guest list has been completed along with your menu choices, your tickets will be sent out via email around 2 weeks before your party. Tickets will need to be presented to security on the night.

I have a food allergy - do I need to tell you?

That's not a problem - please inform a member of our Events team when placing your menu choices.

We hold full allergen information in the office which can be sent to you upon request and our menu can be adapted accordingly.

Is there a cash bar on the night?

Yes, all our bars accept cash and card, however the pre-ordered drinks vouchers and packages are simply a great way to save money - these are unavailable to purchase on the night.

How will our group be seated?

Our round tables seat between 8-12 people. Larger numbers are split over tables located directly next to each other. You will only ever be seated with people in your party, we do not mix groups.

Due to the amount of changes we receive from customers, table plans are not completed until the day of the party and therefore we are unable to provide guests with table numbers prior to the event.

How does the Fun Casino work?

£5 will buy you £10 of fun money for you to gamble on Roulette and Blackjack.

Casino vouchers are available to be purchased prior to the event and on the night.

All profits are donated to our chosen charity, The NSPCC

Car Parking

Parking is free of charge. Once on site follow signs for 'Xmas Party World'. There are a large number of car parking spaces available within a short walk of Hall 1. Cars can be left over night at the owners risk.

What do I wear?

Our guests love getting dressed up and it really adds that extra special feeling to the night, so get those glad rags out and smarten up!

Vivid Experience Limited – Terms of Conditions

1. Booking Terms & Payments

- a. Bookings can only be confirmed on receipt of the deposit (of £15 per person)
- b. If, in the first instance, you would prefer to make a telephone enquiry, a provisional booking can be held for a maximum of 10 days.
- c. Should the deposit not be received within 10 days, the booking will automatically be released.
- d. Deposit payment serves as confirmation that these Terms & Conditions have been read and that the party contracting with Vivid (hereinafter 'you') and all guests agree to abide by these terms and conditions.
- e. Deposits are non-refundable in any event and payments due can only be accepted from you.
- f. 1 final balance payment is required 8 weeks prior to the event. Bookings made less than 8 weeks prior will require full payment within the earlier of 10 days from booking or two weeks before the event.
- g. Non-payment of the final balance by the due date will render the contract void.
- h. A VAT invoice will be issued when payment has been received. A proforma invoice may be issued prior to receipt of payment.
- i. The total amount due on each invoice must be settled with a single payment. Multiple payments are not accepted.
- j. Debit/ credit card payments, bank transfer or cheque payments are free of charge.
- k. Vivid allows 16's and over into the venue. However, guests must be 18 or over to attend the 'all inclusive' evenings.

2. Booking Changes

- a. Booking changes are only acceptable when received from you.
- b. Places may be reallocated should a party size drop.
- c. Vivid will endeavour to accommodate menu or detail changes but will not be held responsible for failure of any changes if they were communicated less than 2 weeks before the event date.
- d. Vivid regrets that changes to bookings, menu choices or wine orders cannot be made on the day of the event.

3. Refunds and Cancellations

- a. Whole booking cancellations can only be made by you and must be made in writing to Vivid at its registered office of Unit 8 Wycliffe Industrial Estate, Lutterworth, Leicester-shire LE17 4HG or such other address that Vivid notifies to you in writing. Cancellations over the telephone cannot be accepted.
- b. Deposits are non-refundable and non-transferable and cannot be used for any other goods or services provided by Vivid (including but not limited to the balance payment or drinks orders)
- c. Refunds of the balance payment will be calculated as follows.
 - i. Refund 100% less deposit, if cancelled more than 56 days prior to your event date.
 - ii. Refund 75% less deposit, if cancelled more than 28 days but less than 56 days prior to your event date.
 - iii. Refund 50% less deposit, if cancelled more than 14 days but less than 28 days prior to your event date.
 - iv. No refund, if cancelled 14 days or less prior to your event date.
- d. Refunds will be paid by Vivid as soon as reasonably possible within 21 days after receiving refund details from you.
- e. Refunded monies will be returned via the original method of payment.
- f. Should we be forced to cancel our events due to Government restrictions surrounding Covid-19, full ticket refunds will be issued. Outside of this, our standard terms and conditions apply.

4. Tickets & Table Plans

- a. You will be notified via email when tickets have been sent by Vivid 2 to 3 weeks prior to the event date.
- b. Due to on-going changes in configurations, tables will not be allocated until the day of the event.
- c. Should individual place settings be required, you will be able to allocate these during the Pre-dinner Reception, provided that this is agreed in advance with a member of the Vivid staff.

5. Menu Pre-orders

- a. There is a set menu for this event, with a vegetarian alternative. Vivid will endeavour to accommodate any special dietary requirements if requested in advance, allergen information is held on all dishes and is available on request. Vivid must be notified of any dietary requirements no later than 2 weeks before the event to the contact email address published on Vivid's website and in its brochure for the applicable event.
- b. Menu choices must be received no later than 14 days prior to your party date.
- c. Vivid will endeavour to accommodate menu changes but will not be held responsible for failure of any changes if they were communicated less than 2 weeks before the event date.
- d. If menu options are not made before the event the standard Christmas menu will be served.
- e. Vivid reserves the right to make changes to the advertised menu in the event of shortages in the supply of particular items but undertakes that a three-course meal will be served.
- f. Where a party booking is for more than 1 table, please note that, once the guests are seated, the waiting staff will check at which table the guest(s) with special dietary requirements are sitting in order to assist with service.

6. Beverages

- a. Any pre-ordered beverages, drinks vouchers or drinks packages must be paid for in advance.
- b. Any drinks vouchers purchased are non-refundable after the event, cannot be exchanged for cash on the evening and are only valid for the year as stated on the drinks vouchers.
- c. No drinks are included in the ticket price except where stated.
- d. Pre-ordered drinks packages can only be purchased if one is purchased for each and every guest in the party. Vivid regrets it is unable to make concessions for guests who do not require the drinks package for any reason whatsoever.
- e. At the event, any queries regarding a beverage order must be made with a member of staff at the time. We advise that you take your beverage invoice to the event as proof of purchase. Any issues not raised during the evening cannot be dealt with post event.
- f. Guests may not, under any circumstances, bring their own drinks.
- g. Vivid's license conditions do not permit beverages to be removed from the venue.

7. Miscellaneous

- a. Prices shown within the brochure include VAT at the rate of 20% and are subject to change should the VAT rate change.
- b. Vivid reserves the right to refuse admission, and to remove from the function any person, whose condition in the opinion of the staff at the venue interferes, or is likely to interfere with, the enjoyment of the function by other participants. This includes non-compliance with the dress code stated in the brochure, on our website and on tickets.
- c. Vivid does not accept any responsibility in respect of any person prevented from entering the function, or asked to leave due to their conduct.
- d. Vivid will take every care to honour commitments - but reserves the right to amend or alter all or part of the programme of the parties and regret that they will not accept liability for errors, changes, omissions or cancellations.
- e. Vivid does not accept any liability & shall not be liable for non-completion of the event, or for any delays arising as a results of strikes, riots or lockouts affecting the owner of the event venue or any third party suppliers to Vivid and/or the event, adverse weather conditions, loss, damage or cancellation due to fire, flood, or any other cause beyond Vivid's reasonable control.
- f. Although car parking areas are patrolled 24hrs a day Vivid does not accept responsibility for loss or damage to your vehicle whilst on its premises.
- g. Dates and timings advertised are subject to licensing approval and a sufficient level of ticket sales in the sole opinion of Vivid.
- h. Pictures used in this brochure are from past events managed by Vivid - exact theme sets, costumes and entertainment vary from venue to venue and from year to year.
- i. It must be appreciated that Vivid is required to book and pay for labour, entertainment and certain food items in advance.
- j. Nothing in these terms limits or excludes Vivid's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation, or any other liability which cannot be limited or excluded by applicable law.
- k. Subject to sub-paragraph (j) above, Vivid shall have no liability to you, whether in contract or tort or otherwise, for any loss of profit or of goodwill, or any loss or damage which is indirect or consequential or which does not arise as a direct result and natural result of a breach of its contract with you or which is not a reasonably foreseeable consequence of such a breach and Vivid's aggregate liability to you, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the provision of its contract with you shall be limited to the amount of the price paid by you to Vivid under your contract with Vivid for the relevant event.
- l. These terms and conditions are governed by English law and in the unlikely event of a dispute, the parties shall submit to the exclusive jurisdiction of the English courts.





WE HAD A FANTASTIC NIGHT, THANK YOU. IT WAS SO WELL ORGANISED AND EVERYONE THOROUGHLY ENJOYED IT. THANK YOU FOR ALL YOUR HARD WORK.

LISA JONES - TAYLOR WIMPEY

COULDN'T HAVE ASKED FOR MORE... GUESTS WHO CAME WITH US WERE ASKING FOR DETAILS FOR THEIR PARTIES NEXT YEAR.

ANNETTE LORD - VIRGIN MEDIA

THE SERVICE AND FOOD WAS EXCELLENT, THE VENUE WAS WONDERFUL, AS WAS THE ENTERTAINMENT. IT WOULD DEFINITELY BE A PARTY I WOULD RECOMMEND.

MAURA WILLIAMS - COTTON TRADERS

HEAD OFFICE

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OUR OTHER VENUES

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www.manchesterchristmasparties.co.uk



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