

## Frequently Asked Questions

# SLEIGH *all* DAY

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

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?**

Yes, you can save up to 20% on our best available rates at selected Celtic Collection hotels nearby. Visit [this page](#) to check availability and book online.

### **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?**

Casual Christmas vibes, so don your favourite Christmas jumper or wear your best festive sparkle!

### **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 Brunch and capacities at that venue.

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

Our Brunch takes place on tables of up to 12 guests. Smaller groups may be joined to form one large table.

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

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

### **What does the brunch include?**

- Live music with dancefloor and entertainers
- Instagrammable selfie walls
- Two course brunch menu
- 90 minutes of free-flowing drinks including prosecco, cocktails, house beer and soft options

### **Itinerary**

**11am** - Get the party started

**11.30am** - Brunch is served

**1pm** - Live Band

**4pm** - Taxis

### **Where can I park?**

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 day, all bookings are subject to availability.

### **Can we visit the Celtic Manor Resort during the Brunch?**

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 event. Anything found will be removed and handed back to you at the end of the brunch.

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

Yes, we will provide non-alcoholic alternatives.

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

There will be a complimentary cloakroom available for all guest. 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. If the Brunch is full, please do not call as we will be unable to add more guests to your booking.

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

Unfortunately, if a Brunch 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