



## Annual Luncheon, Friday, 13 December 2019 Frequently Asked Questions and Important Information

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### Sales for the CIHT Annual Luncheon takes place in two phases:

We will continue to operate a two-phase sales process and recommend you book early as soon as your specific category opens at 10:00 on the specified date. All bookings are accepted on a first come, first served basis.

- Category 1 - Gold & Silver Corporate Partners will have an exclusive 2-week window from when the event opens for booking. Bookings will open at 10am on Monday, 16 September and will close at 5pm on Friday, 27 September.
- Category 2 – General Sales will open from 10am on Monday, 30 September. Please note this is the earliest opportunity for our Bronze Corporate Partners to make a booking. Please note General Sales bookings are required to have a valid CIHT individual member as a host.

**Q Where does the Annual Luncheon take place?**

A Great Room, [Grosvenor House Hotel](#), Park Lane, London, W1K 7TN

**Q What are timings?**

A Guests will be called to the Luncheon from 12:35 onwards. Lunch will be served at 1pm, followed by speeches. The event will end around 3.30pm - 3.35pm – guests may continue to network in one of the [public bars](#) of Grosvenor House.

**Q How much is each ticket and what is included?**

A Each ticket costs £159 + VAT (£190.80 per person). There are no discounts. A table of ten costs £1,590 + VAT (£1,908.00 total). Ticket cost includes a three course luncheon with tea/coffee – *no drinks and no mineral water is included*. Confirmed bookings will receive information on how to order drinks directly with Grosvenor House Hotel.

**Q How can I pay?**

A Payment can be made either by debit or credit card (Visa/MasterCard) - CIHT is unable to invoice or receive BACS payments for the Luncheon. We would also like to remind you to please ensure that you will have enough capacity/credit limit on any credit card that you will be using to complete the booking. VAT receipts will be issued for all card bookings

**Q How many guests can be seated at a table?**

A Tables seat up to 10 guests. **Please note the maximum number of tables that may be booked is up to two – please note this is subject to availability at the time of booking.**

We request that you please do not overbook guests as we will not be able to increase table size on the day of the event.

**Please note that all tables of 12 are now sold out.**

Q **I don't want to book a table – can I just book a few seats at a 'mixed table'?**  
A There are a limited number of individual seats at 'mixed tables' **and the maximum number of places that may be booked is three – please note this is subject to availability at the time of booking.**

Q **Will I be sent a VAT receipt once I have paid?**  
A Yes – when your booking has been completed/paid for, an auto receipt is generated by the booking system.

Q **What if I need to cancel my booking?**  
A If you cannot attend after booking a place or table you may send a substitute or confirm your cancellation by emailing [conferences@ciht.org.uk](mailto:conferences@ciht.org.uk) by 13 November 2019 for a refund (less 10% administration charge). No refunds will be made for cancellations after that date.

Q **Your contact details**  
A *It is important that you inform us of any changes to the details of the person looking after your booking. We cannot be held responsible should information not be forwarded within your company in a timely manner.*

## Seating requests

Q **We've booked multiple tables and would like tables together**  
A We will try to place multiple bookings together where possible, but this is not guaranteed. Where you have already made an original booking and subsequently add to it at a later stage, it is less likely that you will be side by side and no guarantees can be made.

Q **We would like to be seated next to other companies – eg 'I've made a separate booking but I would like to be seated next to 'xxx' if possible**  
A CIHT makes every effort to accommodate seating requests, however, cannot provide guarantees. CIHT Gold and Silver Corporate Partners are seated first, followed by general sales.

Q **Can a table be guaranteed on the main floor of the Great Room?**  
A Every endeavour is made to take into consideration all seating requests. Regrettably we are unable to guarantee the position of a table/s on the main floor of the Great Room due to demand for either category of sales.

## Guest Information Submission – there are three stages:

In the lead up to the event, CIHT will chase for guest information at three stages:

**By Tuesday, 19<sup>th</sup> November** - call for names for booklet

**By Wednesday, 4<sup>th</sup> December** - call for names for guest place cards

**By Monday, 9<sup>th</sup> December** - call for names for master guest list

CIHT produces a booklet which contains guest information (guest name and company name).

Q **Can you take my guest information over the phone?**  
A No, given the volume of guests, this is not possible – protocol is that all guest information must be submitted in an excel template – this template has already been emailed to all confirmed bookings.

Q **What is the deadline for submitting guest information?**

A Tuesday, 19<sup>th</sup> November

Q **If I can't get the names to you by that date what happens?**

A Any names received after 19<sup>th</sup> November will not be included in the booklet. However, CIHT still requires your guest information by deadlines given above to enable us to print guest place cards, as well as keeping a final master guest list held only by CIHT. This also allows CIHT staff to assist guests with seating queries if their information did not reach us in time to be included in the booklet.

Q **What if I miss the next deadline of 4<sup>th</sup> December for guest place cards?**

A **CIHT only prints one set of place cards** – you are always welcome to provide your own. Where we have no guest information, place cards will still be printed - eg CIHT Guest. CIHT will place these at your seat(s) in the order of the names that you have provided to us. Your table host(s) can re-arrange place cards on the day, if they wish.

Q **What if I miss the final deadline of 9<sup>th</sup> December for master guest list?**

A CIHT will have details of which company has booked which table/s which enable us to identify where guests are seated. **From a security point of view, it is in your interest to make every effort to provide us with your guest information in time.**

## **Drinks Order and Food Allergies/Intolerances or Religious Diets**

Q **How do I book drinks and order special meals?**

A All drinks and food allergies, intolerances or religious diets must be booked **by 9<sup>th</sup> December** directly with Grosvenor House. **You do not require your table number/s to do this.** You will receive an email from Grosvenor House with a link and a password. This will allow you to log into a dedicated Annual Luncheon web page and book all drinks and meals online. Please note that certain categories of diets may incur a supplement – please check with the hotel. **Requests for alternative menu options made during meal service may also incur a charge per guest and will be added to the host table drinks bill.**

For all dietary queries, please contact:

Grosvenor House Hospitality Department  
Magda Michalczuk  
e: [Magda.michalczuk@marriott.com](mailto:Magda.michalczuk@marriott.com)  
t: 020 7339 8449

Q **How do I pay for drinks order placed with Grosvenor House Hotel?**

A You will be emailed a web link with a username and a password to log into the Grosvenor House online pre-order facility. When you place your order via their online booking system, you will be asked to provide a card number as a guarantee. However, please inform the actual guest/s attending that payment is required to be made on the day of the event directly to Grosvenor House. This does not have to be the same card number that you may have provided as the card guarantee. Grosvenor House Hotel will provide a VAT receipt to the person on the day of the event. If you have any queries or wish to pre-pay in advance, then please contact Magda Michalczuk, contact details as above.

Q **Accessible Toilets**

A There are now wheelchair accessible toilets on both levels within the Great Room. Access is also available via the lobby lifts to both the balcony level and Great

Room floor. Grosvenor House Hotel asks that you highlight to them any guests who may require assistance so that they can ensure their teams are briefed accordingly.

**Q Information from Grosvenor House Hotel – guests with limited mobility**

A The hotel strongly recommends that any guests in a wheelchair enter the hotel via the Park Street entrance and inform one of their staff that they are attending an event. A member of security will then take the guests directly to the Great Room via the hotel lobby lift to the balcony level where they can wait. The guest will be informed that 5 minutes prior to the call for lunch they can meet the officer back at the lift and they will take them down to their table.

## Hosted Bars

Grosvenor House Hotel offers a service which allows you the opportunity to entertain your guests prior to the Luncheon either by booking a smaller hosted bar in the Ballroom with other companies, or alternatively you can hire a private suite. **All hosted bars should be booked by 9<sup>th</sup> December.**

**Q How do I book a hosted bar?**

A All hosted bars must be booked directly with Grosvenor House Hotel Hospitality Department: e: [Magda.michalczuk@marriott.com](mailto:Magda.michalczuk@marriott.com) or tel: 020 7399 8449.

## Grosvenor House Hotel Information and Services

**Q Coat Room Facilities**

A Grosvenor House will provide coat room facilities in the Ballroom area and the Great Room area.

**Q Public Bars**

A If you or your guests are not attending any hosted bars, please note Grosvenor House has a number of public bars where you can arrange to meet your guests before the Luncheon – please remember to inform your guests which bar you would like to meet them in as there are several – in the Great Room both the Rink Bar and the Lutyens Bar will be open – the Red Bar will also be open.

**Q Taxi Information**

A Grosvenor House staff will be happy to assist you with hailing taxis.

## General Event Questions

**Q What are the timings for the event?**

A The event is 12.00 for 1.00pm. Guests are called to lunch from approximately 12:35/12:40 onwards and lunch commences at 1.00pm. Speeches and formal proceedings will follow and the event will end at latest by 3:30/3:35pm. Guests can use a number of public bars in the hotel which will be open prior to the Luncheon.

**Q What is the dress code?**

A Lounge suit (business attire)

**Q What is the menu?**

A You will be emailed a web link with a username and a password to log into the Grosvenor House online pre-order facility. Details of the full menu is available there.

Q **Is there a guest ticket?**

A Yes – the electronic guest ticket will be emailed to you. Guests must bring this to the Luncheon to gain admittance.

Q **Who is the Guest Speaker/s?**

A The guest speaker is Debra Searle. Debra Searle is a professional adventurer and serial entrepreneur. Her expeditions have included rowing solo across the Atlantic and sailing around Antarctica. To view her photo and photography please visit the website: [www.ciht.org.uk/annuallunch](http://www.ciht.org.uk/annuallunch)

Q **Is there a rate for overnight accommodation?**

A Grosvenor House hotel can offer exclusive rates for bedrooms for guests attending this event. Further details will be advised to you once your booking has been confirmed.

## Other Questions

Q **Can you put out gifts on my guest tables if I send them to you beforehand?**

A No; guests have access to the room from noon onwards and can arrive early to put gifts out on the table if they wish. Please note that CIHT and the venue do not accept liability for lost or stolen property.

## Summary of Important Deadlines and Grosvenor House Contacts

Deadline	Item
<b>Information to be supplied to CIHT</b>	
<b>Tuesday, 19 November</b>	Guest information for booklet
<b>Wednesday, 4 December</b>	Guest information for name place cards
<b>Monday, 9 December</b>	Final guest information for master guest list <b>including information of all special dietaries - please refer to note below*</b>
<b>Information to be supplied to Grosvenor House</b>	
Deadline	Item
<b>Monday, 9 December</b>	Book any hosted bars directly with Grosvenor House Hospitality Department
<b>Monday, 9 December</b>	Book all drinks directly with Grosvenor House – you can do this online ( <b>NB</b> the website for ordering wine and dietary requirements closes on 10 <sup>th</sup> December)
<b>Monday, 09 December</b>	*Book any special meals directly with Grosvenor House – you can do this online ( <b>certain meals may incur a supplement</b> ) ( <b>NB</b> the website for ordering wine and dietary requirements closes on 10 <sup>th</sup> December)

<b>Grosvenor House Contacts</b>	
<b>Grosvenor House Events Department</b>	PLAMEN IVANOV EVENT MANAGER   JW MARRIOTT GROSVENOR HOUSE LONDON PARK LANE   LONDON, W1K 7TN, UK PLAMEN.IVANOV@MARRIOTTHOTELS.COM   TEL +44 (0)20 7399 8582

	<p>VIRGINIE CAMPREDON EVENT EXECUTIVE   JW MARRIOTT GROSVENOR HOUSE LONDON Park Lane   London, W1K 7TN, UK E: <a href="mailto:virginie.campredon@marriott.com">virginie.campredon@marriott.com</a> Tel: 44 (0)20 7399 8065</p>
<b>Grosvenor House Hospitality Department</b>	<p>MAGDALENA MICHALCZUK PRIVATE HOSPITALITY MANAGER   JW MARRIOTT GROSVENOR HOUSE Park Lane   London, W1K 7TN, UK E: <a href="mailto:Magda.michalczuk@marriott.com">Magda.michalczuk@marriott.com</a> Tel: 44 (0)20 7399 8449</p>