



CIHT Awards Dinner & Ceremony, Thursday 13 June 2019

Frequently Asked Questions

General Booking Questions

Q Where does the CIHT Awards Dinner & Ceremony take place?

A De Vere Grand Connaught Rooms, 61-65 Great Queen Street, London, WC2B 5DA. The Grade II* listed De Vere Grand Connaught Rooms have a history dating back to 1775.

Q What are the timings for the event?

A

- 18:00 - 18:45 - Drinks Reception
- 18:45 - 20:30/20:40 - Dinner
- 20:30/20:40 - 22:30 - Speeches & Awards Ceremony
- 22:30 – Announcement of final CIHT 2019 Award
- 22:30 - 23:55 - Networking (cash bar to close at 23:30)
- By Midnight – Carriages

(The finer details are being finalised and this may slightly alter however the start and end time of the event is final)

Q How can I travel to the venue and is car parking available?

A The venue is located five minutes from Covent Garden and Holborn tube stations and 30 minutes' walk or short taxi ride from Kings Cross, St Pancras and Euston train stations. The venue is well connected for all major London transport links. Heathrow Airport is an hour away by rail or road. Please visit the venue website by [clicking here](#) for public transport details and car parking information. There is no car parking directly at the venue.

Q Does the venue have disabled access?

A Yes, however, please do advise us when booking and at least five working days before the event if you require assistance, so this information can be passed to the venue. Please also visit the CIHT Awards web page for further information by [clicking here](#).

Q How many guests can be seated at a table and how many places can I book?

A Tables seat up to a maximum of 10 guests. There are no tables to sell for either 11 or 12.

Q I don't want to book a table but can I book just a few seats or even one?

A Yes. Where you book less than 10 seats, you will be seated with other guests. If you add seats to an existing booking at a later stage, please note no guarantee can be given that you will all be seated together.

Q I don't yet know all guest names so what do I do when booking?

A The online booking system will not require that you provide this information at the booking stage. You will be asked for final guest information at a later stage, together with dietary information and if any guests require special assistance at the venue.

Q **What is the ticket cost and what is included?**

A There is one fixed price for everyone. Each ticket costs £235.00 + VAT (total £282.00). A table of 10 costs £2820.00 **inclusive** of VAT. There are no discounts. Ticket cost includes a drinks reception upon arrival; a three course dinner with tea/coffee; half a bottle of house wine and half a bottle of mineral water. *All other drinks can be ordered and paid for directly with the venue on the night.*

Q **How can I make a booking?**

A Bookings cannot be made over the phone. Please book online by [clicking here](#). **Please remember to include any seating requests in the comments field during the booking process, although these cannot be guaranteed. When booking, please also clearly indicate in the comments field which award entry or entries your booking relates to.**

Q **How can I pay?**

A You can pay either by debit or credit card (Visa/MasterCard only). We are sorry to advise that CIHT no longer invoices for events.

Q **Will I receive a VAT receipt once I have paid online?**

A Yes – the system automatically generates a VAT invoice. **Please ensure the VAT receipt is passed on to the card holder.**

Q **When will I receive confirmation so that I can start to invite my guests?**

A You will be emailed confirmation as soon as possible.

Q **Will I get joining instructions?**

A Yes. Once a booking is confirmed information will also be emailed.

Q **What if I need to cancel my booking?**

A Please contact conferences@ciht.org.uk. If the attendee cannot attend the event, then a substitute can be sent at no extra charge however we may not be able to guarantee late special meal requirements. If the attendee wishes to cancel, then please confirm in writing one month before the start of the event (**by Monday 13 May**) for a refund less 10% administration charge. No refunds will be made for cancellations after this date.

Q **Your contact details**

A It is important that you keep us informed of any changes to the details of the person arranging 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 [During the online booking process, please add any seating requests in the comments field](#). Where bookings are made at the same time, we aim to place multiple bookings together where possible. However, where you have already made an original booking and subsequently add to it at a later stage, it is less likely that you would be side by side and no guarantees can be made.

Q **We would like to be seated next to other companies e.g. 'I've made a separate booking but I would like to be seated next to 'xxx' if possible**

A It is really important to indicate any seating requests at the time of submitting your booking. CIHT makes every effort to accommodate seating requests, however we cannot provide guarantees. [Please also see note above & add any seating requests in the comments field when booking.](#)

Guest Information Submission required by Wednesday 29 May

In the lead up to the event, CIHT will chase for your guest information. You will be sent an excel template which should be completed with your guest information and then emailed to Yvonne.szuca@ciht.org.uk by Wednesday 29 May.

Q Can you take my guest information over the phone?

A No. Given the large number of guests, this is not possible. **The protocol is that all guest information must be entered into an Excel template in the correct format, which will be emailed to you in advance.**

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

A Any special meal requests received **after Wednesday 29 May** will be passed on to the catering company. They will make every effort to accommodate guest special meal requests. However, depending on how much notice they have been given they may not be able to guarantee them.

Q Guest name place cards

A Please note that CIHT will print only one set of place cards. If your guest information has not reached us in time and where we may have none of your guest information, the place cards will still be printed e.g. Company Name, Guest. *You are welcome to bring your own place cards and place these at your table(s) or seats.* Changes received **after Wednesday 29 May** will also not be reflected.

Drinks Order and Special Dietary Requirements

Q How do I book any extra drinks not included in the general ticket price?

A **Please remember that your ticket cost includes half a bottle of house wine and half a bottle of water.** *All other drinks can be ordered and paid for at the venue on the night at the cash bar.*

Q How do I order any special meals and advise if anyone requires assistance?

A Please inform us of all dietary requirements and whether any guests require assistance getting into and around the venue **by Wednesday 29 May**. This information should be included in the Excel template sent to you. CIHT is unable to guarantee any late meal requests.

De Vere Grand Connaught Rooms – General Information

Q Cloakroom Facilities

A Cloakroom facilities are available.

Q Taxi Information

A Black cabs operate in the area. You may wish to visit the [Transport for London](#) website for a 'guide to taxis and private hire'.

General Event Questions

Q What is the dress code?

A Formal. Black Tie.

Q Where can I see the menu?

A The dinner menu will be uploaded to the website in due course. The person who made the booking will be emailed a website hyperlink.

Q **Guest Ticket**

A Confirmed bookings will be emailed an **electronic** ticket – if you have booked more than one place, please forward to your guests.

Q **Guest Speaker**

A Details of the guest speaker will be announced in due course.

Q **Overnight Accommodation**

A Please note no hotel allocations have been secured. There are plenty of hotel booking websites that you may choose to use. We are not able to recommend any specific ones.

Q **Is there Wi-Fi connection?**

A Free Wi-Fi with a maximum bandwidth of 1GB is available throughout the venue.

Event Terms and Conditions: Please [click here](#) to view event terms and conditions.

CIHT Privacy Policy: To view CIHT's Privacy Policy, please [click here](#).