

# CHRISTMAS CANCELLATION AND REFUND POLICY 2025

## SHARED CHRISTMAS PARTIES

**Office Hours | Please note our office booking hours are Mon-Fri 09.30-16.30hrs.**

1 Due to the popularity of our party nights, York Racecourse Hospitality is unable to accept any provisional bookings. To secure places, please contact a member of the team on 01904 638971 or email [christmas@yorkracecoursehospitality.co.uk](mailto:christmas@yorkracecoursehospitality.co.uk)

### 2 Payments

We are a cashless venue and ask that all payments be made over the telephone by card.

A £20.00 per person deposit is required to secure the booking. This deposit is non-refundable and non-transferable.

Final payments for any places booked are due by **Friday 31 October 2025**. After this date no refunds or transfer of funds will be issued.

3. Additional places are subject to availability.

4. Menu selections and dietary requirements must be returned by **Friday 21 November 2025**.

5. Round tables to seat up to 12 guests. Parties of 13 or more may be split onto two tables or one long sprig however if you would prefer to be sat all together on one table, please ask at the time of booking if this is possible. We endeavour to accommodate table requests but cannot guarantee we can meet every request due to the constraints of the room.

6. York Racecourse Hospitality reserves the right to confiscate any alcoholic beverages brought into the venue, and any gift bags including alcohol will also be confiscated for later collection.

7. York Racecourse Hospitality reserves the right to cancel a party night; in this instance an alternative date or full refund would be given. In exceptional circumstances York Racecourse Hospitality reserves the right to transfer bookings between facilities or dates. The customer can opt for a full refund in advance if they are not happy with the proposal.

8. York Racecourse Hospitality reserves the right to amend or substitute the menu content should circumstances demand.

9. York Racecourse Hospitality will endeavour to accommodate all pre-notified dietary requests but not guarantee there will be no traces of allergens transferred during the preparation finishing process. It is up to the guest to make themselves known to the staff. We follow good hygiene practices in our kitchen; however, whilst a dish may not identify a specific allergen as an actual ingredient, due to the wide range of ingredients used in our kitchen, foods may be at risk of cross-contamination by other ingredients. Please ask our staff for further information.

10. York Racecourse Hospitality reserves the right to change the entertainment or individual scheduled act(s), a suitable replacement will be provided.

11. Many partygoers choose to dress up for the occasion. Whilst there is no formal dress code in place guests are asked to dress in an appropriate manner.

12. All drinks are to be paid for on the night unless a drinks pre-order has been made. Drinks pre-orders need to be paid in full no later than 72 hours before your event date. We are unable to accept any bar accounts or pre-paid bar accounts on the night.

12. By booking with York Racecourse Hospitality you are agreeing to the terms and conditions outlined

**York Racecourse Hospitality, York Racecourse, York YO23 1EX**

**Tel 01904 638 971**

**[christmas@yorkracecoursehospitality.co.uk](mailto:christmas@yorkracecoursehospitality.co.uk)**

**CGC Event Caterers Limited, Trading as York Racecourse Hospitality**

**Registered in England No. 390173, Registered Office, Manchester Arena, Hunts Bank Approach, Manchester, M3 1AR.**