

## CIHT Annual Awards Ceremony - Frequently Asked Questions

**Wednesday 7 September 2022**  
**London Marriott Hotel Grosvenor Square**

### **Where will the event take place?**

London Marriott Hotel Grosvenor Square, London, W1K 6JP.

The nearest tube station is Bond Street, and the local area is host to many shops, restaurants, hotels, and tourist attractions for those spending the day in London.

There is no parking available at the venue for guests.

Please note that this is not the same venue as where the CIHT Annual Luncheon is hosted.

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

19.00 – Drinks Reception  
19.30 – Presidents Welcome  
19.35 – CIHT Certificate of Merit Award  
19.40 – CIHT Institution Award  
19:45 – Dinner  
21.15 – Guest Speaker – John Pienaar  
21.30 – Awards Ceremony  
23.00 – Networking  
23.30 – Close of cash bar  
By midnight – Event close

### **Does the venue have disabled access?**

Yes, however, please do advise us when booking if you require assistance, so that we can communicate this information with the venue.

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

Tables seat a maximum of 10 guests. There are no tables available for 11 or 12 guests. There are no limits on the number of tables / seats you can book.

### **Can I book individual places?**

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, no guarantee can be given that you will all be seated together.

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

Each ticket costs £288 inc. VAT. A table of 10 costs £2,880 inc. VAT.

There are no discounts available including for those shortlisted for an Award.

Each ticket includes entry to the event, access to the drink's reception upon arrival, a three-course dinner with half a bottle of house wine, water, and tea / coffee at the end of the meal.

All other drinks can be ordered and paid for directly with the venue on the night. CIHT takes no responsibility for costs incurred by guests for extras i.e. drinks, hotel room bookings, travel etc.

### **I don't yet know all our guests' names. What do I do when booking?**

The online booking system will not require you to provide this information at the booking stage. You will be asked for final guest information at a later stage, together with dietary and accessibility requirements. The deadline for sending your final list is 24 August 2022.

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It is the bookers responsibility to ensure this information is communicated with the CIHT Events Team.

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

Bookings cannot be made over the phone. Please book online through the CIHT website.

Please remember to include any seating requests in the comments field during the booking process, although these cannot be guaranteed.

We cannot 'reserve' spaces and CIHT manages the booking process on a first come, first served basis.

### **How can I pay?**

You can pay either by debit or credit card (Visa/MasterCard only). Invoicing can be arranged upon special request by emailing the invoice information listed on the [event webpage](#) to the Team on [Conferences@ciht.org.uk](mailto:Conferences@ciht.org.uk)

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

Yes. The system automatically generates a VAT invoice which you will receive via email.

Please make sure you input the correct address when making payment.

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

You will be emailed confirmation email immediately after booking. If you do not receive this, please check your spam / junk folder before contacting us for confirmation.

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

Please contact [conferences@ciht.org.uk](mailto:conferences@ciht.org.uk) as soon as possible. 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 dietary requirements.

If the attendee wishes to cancel, then please confirm in writing one month before the start of the event for a refund less 10% administration charge. No refunds can be made for cancellations after this date.

### **What do I do if my contact details change?**

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.

### **We've booked multiple tables. Can we be seated together?**

During the online booking process, please add any seating requests in the comments field. Where bookings are made at the same time, we will aim to place multiple bookings together. However, where you have already made a booking and subsequently added to it at a later stage, there are no guarantees that you will be seated together.

### **We have made a booking. Can we be seated next to another company?**

It is 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.

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### **When do you need my final guest information by?**

In the lead up to the event, CIHT will contact you directly for your guest information. You will be sent an excel template which should be completed with your guest's information, dietary and accessibility requirements and then emailed to [conferences@ciht.org.uk](mailto:conferences@ciht.org.uk) by **24 August 2022**.

### **Can you take my guest information over the phone?**

No. Given the large number of guests, this is not possible, and you must complete the spreadsheet by the above-mentioned date.

### **If I can't get the names or special meals to you by the deadline, what happens?**

Any special meal requests received **after 24 August 2022** will be passed on to the hotel. They will make every effort to accommodate guest special meal requests. However, depending on how much notice they have been given and your requirements they may not be able to guarantee them.

### **Guest name place cards**

CIHT will print only one batch of place cards. If your guest information has not reached us in time or where you have not provided any guest information, we may have none of the required details, place cards will still be printed with the information we do have.

Changes received **after 24 August 2022** will not be reflected on the place cards due to printing schedules.

### **Will there be cloakroom facilities available for guests?**

Yes. There will be a staffed cloakroom available free of charge to those attending the event. Please do not forget to collect any items you have left in the cloakroom by midnight. CIHT will not be able to assist with any items left and you will need to contact the hotel directly for assistance in the instance.

### **What is the dress code?**

This is a formal event and therefore formal Black Tie, or equivalent, should be worn by all guests.

### **What is the menu?**

The menu will be listed on the website in the leadup to the event.

### **Do we receive tickets?**

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

### **Who is the Guest Speaker?**

British Broadcaster, John Pienaar, is this year's guest speaker.

### **Is accommodation available?**

No hotel allocations have been secured for guests. If you require a room, you will need to book this directly with a hotel of your choosing. Unfortunately, we do not have an preferential rates with Grosvenor Square Hotel.

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

Free Wi-Fi is available through the hotel.

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### **What are CIHT's event booking Terms & Conditions?**

Please [click here](#) to view event terms and conditions.

### **What is CIHT's privacy policy?**

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