

TSMS website FAQs

About ticket sales

- Can I get a discount?
 - *There is no discount on individual tickets, which are £95 each. Tables of ten are £850, so discounted by £10 per ticket.*
- Can I get a ticket at the door?
 - *No. Due to advance planning of catering tickets are only available in advance.*
- Does the ticket price include parking?
 - *No. Unfortunately we cannot recommend or provide any details about parking in Brighton. Perhaps check online at Brighton & Hove City Council's website, and follow the 'quick links' to 'parking' (www.brighton-hove.gov.uk).*
- How many can be seated at a table?
 - *Ten.*
- Can I make a donation?
 - *Yes. Please see details on the booking form (which can be downloaded from www.thesnowmanspectacular.org.uk from the 'Ticket Booking' section), or contact our Events Team direct on 01903 871817 or email events@chestnut-tree-house.org.uk.*
- Who do I contact to volunteer?
 - *Please contact our Events Team on 01903 871817 or email events@chestnut-tree-house.org.uk.*
- What do I get for my money?
 - *In a nutshell: a drinks reception, a 3 course meal and entertainment. More details will be available on the website (www.thesnowmanspectacular.org.uk).*

About the event

- Will there be a photographer?
 - *Yes. Please keep checking the website in 'The Ball' section for more details (www.thesnowmanspectacular.org.uk).*
- What is the menu?
 - *Please keep checking the website in 'The Ball' section for updated details of the menu (www.thesnowmanspectacular.org.uk).*
- Can you cater for people with allergies or vegetarians?
 - *Yes. Please use the booking form to provide details, or contact our Events Team on 01903 871817 or email events@chestnut-tree-house.org.uk.*
- What kind of entertainment will there be?
 - *Please keep checking the website in 'The Ball' section for updated details of the entertainment (www.thesnowmanspectacular.org.uk).*
- How strict is the dress code?
 - *Dress code is Black Tie and Ball Gowns, all at your discretion.*
- Will there be a raffle, and what are the prizes?
 - *Yes, there will be a raffle. Please keep checking the website in 'The Ball' section for details of the prizes (www.thesnowmanspectacular.org.uk).*
- When will the auction take place, and what are the auction lots?
 - *The auction will happen after dinner at about 9.45pm. Please keep checking the website in 'The Ball' section for details of the auction lots (www.thesnowmanspectacular.org.uk).*
- Can I bid for an auction item without attending?
 - *No, unfortunately we don't have this facility.*
- What are the events terms and conditions?
 - *Cancellation must be made in writing, but no refunds can be made for cancellations notified within two weeks of the event.*
 - *Substitute guests will be accepted at any time.*
 - *Chestnut Tree House reserves the right in its absolute discretion to modify or cancel the event without notice.*

- *Chestnut Tree House cannot guarantee special dietary requirements requested after 20th November 2009. It is not possible to change your dietary requirements or menu choice on the night.*
- *Chestnut Tree House cannot arrange accommodation for you or your guests. Please contact the Hilton Brighton Metropole Hotel directly on 01273 775432 or to book a room online, visit www.brightonmet.hilton.com/thesnowmanspectacular*

About the venue

Hilton Brighton Metropole hotel
Kings Road
Brighton
East Sussex
BN1 2FU

tel: 01273 775432

email: reservations.brightonmet@hilton.com

web: www.hilton.co.uk/brightonmet

- How do I book a room at the Metropole?
 - *Chestnut Tree House cannot arrange accommodation for you or your guests. Please contact the Hilton Brighton Metropole Hotel directly on 01273 775432 or to book a room online, visit www.brightonmet.hilton.com/thesnowmanspectacular*
- Are there stairs to the venue? Are there lifts? Is there disabled access? Is there parking available at the Metropole?
 - *For all questions of this nature please contact the venue direct or check their website (see above).*

About transport and accommodation

- Where is the nearest train station?
 - *Brighton Railway Station
Queens Road
Brighton
BN1 1AL*

www.nationalrail.co.uk/stations/btn/details.html
- What public transport is available in Brighton?
 - *Apart from trains, only buses. Check online at Brighton & Hove City Council's website, and follow the 'quick links' to 'transport' (www.brighton-hove.gov.uk).*
- Where can I park?
 - *No parking is included in the event ticket price. There may be parking available at the venue, you will have to check this with them direct (see above 'About the venue'). There are plenty of car parks and other parking options in central Brighton. Unfortunately we cannot recommend or provide any details about parking in Brighton. Perhaps check online at Brighton & Hove City Council's website, and follow the 'quick links' to 'parking' (www.brighton-hove.gov.uk).*
- I want to book a taxi for the end of the evening, do you have a number?
 - *Unfortunately we cannot recommend any taxi services. Please contact the Hilton Metropole Hotel about this (see above 'About the venue').*
- I don't want to stay at the Hilton Metropole, what other hotels are there?
 - *Unfortunately we cannot recommend any hotels, however, in Brighton there is no shortage of hotels and you will find plenty of other options.*