

Terms and Conditions NYE 2019/2020

Please read and understand the following terms and conditions as they are binding for all ticket purchases. By completion of the payment either online, by Cash, Credit/Debit Card, or by bank transfer you automatically agree with the terms and conditions as stated below.

1. Pricing

- 1.1. All food, beverage and ticket prices are inclusive of VAT.
- 1.2. Full ticket(s) payment is required at time of booking. Your booking will not be confirmed until payment of the ticket(s) is settled.
- 1.3. Payment needs to be settled within 3 working days from receiving reservation confirmation. Should payment not be received within 3 working days, the reservation will be cancelled. Payment can be effected online or, should you prefer, directly at the hotel by cash or credit card.

2. Cancellation policy

- 2.1. Ticket(s) are non-refundable once purchased.
- 2.2. If you wish to modify your booking, request in writing to **festivedesk.prague@hilton.com** is required. The modification is always subject to availability.

3. Food & Beverage policy

- 3.1. Any special dietary requirements must be communicated to **festivedesk.prague@hilton.com** when purchasing the tickets.
- 3.2. Guests are responsible for reading the dietary guidelines on the food labels.
- 3.3. No food or beverages bought outside of Hilton Prague may be brought into any of the New Year's Eve celebration areas.

4. Tickets

- 4.1. Ticket(s) will be checked at the entrance. Entrance is not allowed without a valid ticket.
- 4.2. When collecting ticket(s) personally at Hilton Prague, you will need to show a valid form of identification.
- 4.3. Cloud 9 after party ticket(s) are for standing only. No table reservation is possible.

5. Seats and stage view

- 5.1. Hilton Prague reserves the right to change the seating plan in case of any special circumstances.
- 5.2. Direct stage view isn't guaranteed unless you are a holder of a Stage view ticket in Atrium or Café & Bistro.



- 5.3. The stage in the Main Lobby is not visible from The Able Butcher, Hop House and Lobby zone. However, you have access to the Main Lobby at any time throughout the evening.
- 5.4. Seats are limited and allocated on a first come first serve basis.
- 5.5. If 2 or more parties are booked under different last names and would like to be seated together, **festivedesk.prague@hilton.com** must be notified.

6. Safety and security

- 6.1. The ticket holder will be responsible for any damage caused by him to furniture, property or fittings at Hilton Prague.
- 6.2. Hilton Prague reserves the right under the Czech Law, Act of Offences no. 200/1990, §30 to refuse admission or to ask guests to leave the premises in case of inappropriate behavior or in case the guest is under the influence of alcohol and/or drugs.
- 6.3. Smoking is not permitted in all areas of Hilton Prague except in the designated smoking areas which are in front of the main entrance and both terraces in Cloud 9 Sky Bar & Lounge.

7. Kids' Corner & Kids' policy

- 7.1. Name of the child, name of the parent(s), cellphone number of the parent(s), room number or accommodation details of the parent(s), native language of the child and allergies must be provided when reserving tickets for the Kids' Corner.
- 7.2. Only children aged between 3 and 12 years are accepted in the Kids' Corner. Children under the age of 3 are only allowed as long as they are accompanied by parent(s) or a personal baby sitter at all time in the Kids' Corner. A baby sitter for children under 3 years can be arranged for an additional 3000 CZK.
- 7.3. Should children repeatedly behave aggressively and/or cry for their parents in the area of the Kids' Corner, animators have the right to call and inform the parents who will need to attend to their children immediately.
- 7.4. Kids' corner tickets can only be bought in addition to the purchase of a regular child seat ticket at the parents table.
- 7.5. For dinner packages at Atrium restaurant and The Able Butcher, children under 2 years of age are free, under 13 years receive a 50% discount and children aged 13 or older are charged full price.
- 7.6. Children are not allowed at Cloud 9 Sky Bar & Lounge and Hop House. The kids discount does not apply to any seats category at Café & Bistro.

8. Miscellaneous

- 8.1. Ticket holders are responsible to be aware of the time plan of the New Year's Eve Celebration.
- 8.2. Free parking is provided for dinner ticket(s) only from 31.12.2019, 18:00 to 1.1.2020, 07:00. The



New Year's Eve bracelet must be visible while presenting the parking ticket at the reception desk.

8.3. Restaurants opening times:

8.3.1.1.	Atrium Restaurant	19:30 – 01:00
8.3.1.2.	Café & Bistro	19:30 – 01:00
8.3.1.3.	Hop House	19:30 – 01:00
8.3.1.4.	Lobby V.I.P.	19:00 – 03:00
8.3.1.5.	The Able Butcher	19:30 – 01:00
8.3.1.6.	Cloud 9 Sky Bar & Lounge	19:30 – 03:00
8.3.1.7.	Cloud 9 Sky Bar & Lounge - After Party	23:00 – 03:00
8.3.1.8.	Lobby After Party	21:00 – 03:00
8.3.1.9.	Kids' Corner	19:00 – 02:00

8.4. Welcome drinks will be served from 19:00 in the Main Lobby. Seating in the relevant restaurants starts at 19:30 and the food buffets will also open at 19:30. Starters and main courses will be served until 23:00, desserts until 00:30.

8.5. Atrium Restaurant, The Able Butcher, Café & Bistro, Hop House New Year's Eve dinner packages include a welcome drink, buffet dinner, midnight toast and a selection of wines, beers and soft drinks until 01:00, as well as musical entertainment and access to the party in the hotel's main lobby. Cloud 9 Sky Bar & Lounge and Lobby V.I.P dinner packages includes the beverages until 3 am as well as the seating.

8.6. Guests dining in Atrium, Café & Bistro, Hop House, The Able Butcher and Cloud 9 Sky Bar & Lounge can join the party in the Main Lobby throughout the evening until 3:00 am.

8.7. All guests will be provided with a bracelet which must be visibly worn in order to re-enter the premises.

8.8. Photographs and videos will be taken at this event to be used for the hotel online and offline marketing purposes, including social media. By entering the hotel you consent to the photographing and videographing of you and any minor children accompanying you.

8.9. Hilton Prague is a pet friendly hotel and pets are allowed in the guest rooms, yet it is not permitted to take them with you to the NYE celebration.

8.10. By attending our NYE party, you acknowledge that Hilton Prague will use your personal data to provide you with services and products, to provide customer service, and for other purposes as detailed in our Global Privacy Statement, which is available at <http://hiltonhonors3.hilton.com/en/promotions/privacy-policy/english.html>. Your personal information will be transferred to and entered into one or more databases controlled by Hilton Prague for internal use and is not disclosed to any third parties.

8.11. By completing the transaction, you confirm that you have read and you agree to Hilton Prague New Year's Eve Terms & Conditions.