

## **FAQs**

### **Do you require ID for Cloud 23?**

Last entry for under 18s is before 5pm before 5pm Children are allowed in the bar. We operate a 'Challenge 25 Policy' after 5pm in Cloud 23, so please bring Photo ID if you look under 25 for entrance to Cloud 23. Please be aware that we do not accept photos or copies of ID. Please be aware that if you wish to purchase alcohol before 5pm we will require ID if you look under 25.

### **How do I book?**

You can book using the 'Book Now' button at the right hand side of the screen. We aren't currently taking reservations over the phone.

### **I can't see the package I'd like to book online?**

If you are looking for a specific package or a drinks reservation but can't see it as an option when booking, this means unfortunately we have sold out for that offering at the time you're looking for. We'd recommend trying a different time or date.

### **How long will I have the table for?**

Table reservations are for 90 minutes.

### **I'm running late – do I need to call to let you know?**

We offer a 15 minute grace period for your table. After that we will still hold your table, but your 90 minute time slot will be shortened depending on your arrival time.

### **I have a voucher – how do I redeem it?**

When making a reservation, please include your voucher 6 digit reference code and the nature of your voucher in the 'Reservation Notes' section. Bring a copy of the voucher or show your server the voucher via your phone or tablet on the day. It will be redeemed upon your visit to the bar. Please note, we extended all vouchers which expired in 2020 to the 31<sup>st</sup> December 2021 for use between May-December 2021 but are unable to extend them further.

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

We operate a smart casual dress code throughout the day and evening with sensible footwear. Smart trainers are allowed, but no sports trainers, caps, sportswear or heavily branded clothing. No hen party items apart from discreet sashes etc.

**Can I purchase a window table for my afternoon tea reservation?**

Unfortunately we can't guarantee window tables for afternoon tea reservations, but if you add a request into the 'Reservation Notes' section when booking, we try to accommodate where possible.

**I don't drink alcohol but would still like to experience the bar.**

That's no problem – we offer a range of non-alcoholic drinks and all our cocktails can be made as mocktails.

**I've booked a Night in the Cloud reservation, but haven't received my bedroom confirmation yet?**

Don't worry! If you have received a confirmation email for your table in Cloud 23, this means you have successfully booked the package. Your hotel reservation email will be sent nearer the time of your stay. Please note, the time booked is your table reservation in Cloud 23. Check-in to the hotel is from 4pm.

**I've booked a Guaranteed Window package, but don't like Champagne. Can I change this for a cocktail?**

Yes, of course – we can change this for one of a selection of cocktails or mocktails. Please include this in the 'Reservation Notes' section of the website or speak to your server on the day who will be happy to help.

**I've been asked to include my credit card details when booking. Will I be charged ahead of my arrival?**

No, your card will only be charged a cancellation fee if cancelled within 24 hours of your reservation or in the case of a no-show. The exact charge depends on the package booked and will be explained in your reservation email. The exception is when you choose a package or an upgrade which must be paid for in advance upon booking.

**Can I order food in the evening?**

Unfortunately we aren't currently serving food in the evenings in Cloud 23.

**Can I hire out Cloud 23 for an event?**

We do offer private hire of Cloud 23. Prices vary depending on dates, times and party size. To enquire further, please speak to our Group Conference and Events team on 0161 870 1688 or [events.manchesterdeansgate@hilton.com](mailto:events.manchesterdeansgate@hilton.com)

**Are children allowed in the bar?**

Under 18s are permitted in the bar before 5pm.

**Can I purchase a Guaranteed Window Package for a table of three or four?**

Our window tables can only accommodate up to two people.

**Do you cater for dietary requirements?**

Yes, we cater for a range of dietary requirements for our afternoon tea offering, including Vegetarian, Vegan, Halal, Dairy Free, and Gluten Free. Please ensure you add this to the 'Reservation Notes' section when booking **at least 48 hours in advance.**