



Jingle Bell Rock

CHRISTMAS

MERCURE

MANCHESTER NORTON GRANGE
HOTEL & SPA

Jingle Bell Rock

CHRISTMAS

Contents



Do you hear that? The bells ringing out? Announcing the much-anticipated return of Mercure Norton Grange's festive line-up! Step into Christmas this year with our bountiful feasts. Or be the Belle of the ball at a yule-tide party. Whichever way you choose to celebrate Mercure Norton Grange has something to jingle your bell this Christmas.

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Christmas at a Glance

Fri 18th Nov

**JINGLE BELL
CHRISTMAS
PARTY**
£30pp

SAT 19th Nov

**JINGLE BELL
CHRISTMAS
PARTY**
£35pp

Fri 25th Nov

**JINGLE BELL
CHRISTMAS
PARTY**
£35pp

Sat 26th Nov

**JINGLE BELL
CHRISTMAS
PARTY**
£40pp

Fri 2nd Dec

**JINGLE BELL
CHRISTMAS
PARTY**
(limited availability)
£45pp

Sat 3rd Dec

**JINGLE BELL
CHRISTMAS
PARTY**
£50pp

Fri 9th Dec

**JINGLE BELL
CHRISTMAS
PARTY**
£50pp

Sat 10th Dec

**JINGLE BELL
CHRISTMAS
PARTY**
£50pp

Fri 16th Dec

**JINGLE BELL
CHRISTMAS
PARTY**
£50pp

Sat 17th Dec

**JINGLE BELL
CHRISTMAS
PARTY**
£52pp

Thu 22nd Dec

**JINGLE BELL
CHRISTMAS
PARTY**
£30pp

Fri 23rd Dec

**JINGLE BELL
CHRISTMAS
PARTY**
£40pp

Sat 24th Dec

**CHRISTMAS
EVE DINNER**
Adult £40pp
Child (4-12yrs) £25pp

Sun 25th Dec

**CHRISTMAS DAY
GALA LUNCH**
Adult £90pp
Child (4-12yrs) £55pp

Sun 25th Dec

**CHRISTMAS DAY
BUFFET LUNCH**
Adult £60pp
Child (4-12yrs) £40pp

Sun 25th Dec

**CHRISTMAS DAY
BUFFET SUPPER**
Adult £20pp
Child (4-12yrs) £10pp

Mon 26th Dec

**BOXING DAY
BUFFET LUNCH**
Adult £20pp
Child (4-12yrs) £10pp

Mon 26th Dec

**BOXING DAY
BUFFET SUPPER**
Adult £20pp
Child (4-12yrs) £10pp

Sat 31st Dec

**NEW YEAR'S
EVE GALA
DINNER**
£90.00
for adults only

Sat 31st Dec

**NEW YEAR'S
EVE FAMILY
BUFFET**
Adult £60pp
Child (4-12yrs) £30pp

**FESTIVE
AFTERNOON
TEAS**

£15.00
Mon to Thur
12noon to 5pm
Throughout December



TO MAKE AN ENQUIRY OR BOOKING PLEASE CALL US ON 01705 630788, OPTION 6 OR EMAIL H6631-SB@ACCOR.COM

Jingle Bell Rock

CHRISTMAS

PARTY NIGHTS

Jingle Bell Christmas Oh, what fun! Christmas is a time for sharing and being together. With joy in your heart, cheer in the air and a drink in hand, Christmas is on its way. So, whether you're here for a work's do or joining friends, our Jingle Bell Christmas Party nights are sure to usher in a very Merry Mercure Christmas for all

Five Star Red Carpet welcome from 6.00pm to 8.00pm
Fully Dressed themed venue
Sweet Cart on Arrival from 6.00pm to 8.00pm
Sumptuous 3 course meal
interactive DJ playing festive hits until early hours

PRICES FROM £30

ITINERARY

06.00pm to 07.00pm Happy Hour in function bars only
Call though 07.45pm | Food service 08.00pm | Disco Start 09.30pm
Last orders 12.45am | Carriages 01.00am
Dress to impress

£10.00 per person deposit required, deposits are non-refundable and non-transferable.

Menu

A fantastically festive menu, a traditional meal with all the trimmings that's sure to tantalise your taste buds.

STARTER

Artisan brulee goats cheese v
beetroot gel, pea falafel, confit tomato

MAIN

**Roast breast of Lancashire turkey, sage and onion stuffing,
pig in blanket, roast pan gravy**
served with glazed carrot and parsnip, herb roast potatoes and Brussel sprouts

DESSERT

Chocolate and orange truffle torte
fiancée of fruit coulis, physalis flower

Menu suitable for vegetarians, vegan diet, nut free, gluten free.

STARTER

Lightly spiced parsnip soup, pear coulis VE

MAIN

**Aubergine and potato moussaka, spiced tomato salsa,
vegan cheese VE**
served with carrot and parsnip, herb roast potatoes and Brussel sprouts

DESSERT

Fresh fruit salad, movenpick raspberry sorbet VE



If you suffer from a food related allergy or intolerance, please let us know. Allergen information for this menu is available on request. Foods described in this menu are prepared in a kitchen that handles gluten, nuts and other allergens that are prepared.

Exclusive PARTY NIGHTS

If you prefer something a bit more intimate, then our exclusive party nights are for you!

Just remember to not drive your one-horse open sleigh home afterwards.

PLEASE CALL US TO CHECK AVAILABILITY OF YOUR CHOSEN DATES

£30 per person Minimum 30 guests.

BUFFET MENU

Selection of artisan bread rolls **v**

Choice of salads including **v**

Mixed leaf, cranberry slaw, chive and garlic potato salad, pickled vegetables

FROM THE HOT BUFFET

Spiced turkey kofta's, spiced tomato salsa **GF**

Pigs in blanket's with honey and pepper

Herb roasted potatoes **v**

Cauliflower and broccoli cheese with truffle **v**

Mixed bean and vegetable chilli **VE**

Golden savoury rice **VE**

DESSERTS

Rich chocolate fudge cake **v**

Lemon cheesecake **v**

Fresh fruit salad **VE**

V= Vegetarian VE=Vegan GF= Gluten Free

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Christmas AFTERNOON TEA

If you would rather have some quiet time, amongst all the hustle and bustle of Christmas, then why not treat yourself to an afternoon tea, donned with festive delights. All can be washed down with a freshly-brewed tea or coffee or a glass of bubbly.

Served throughout December Monday to Thursday 12.00 noon to 5.00pm

£15 per adult | £7.50 per child (4-12 years old)

MENU

Turkey and cranberry brioche

Mature cheddar and onion chutney wholemeal bread **v**

Spiced vegetable, hummus and olive beetroot wrap **VE**

Tuna crunch, dill mayonnaise on ciabatta

Warm scones, clotted cream, fruit preserve

DESSERTS

Mini red velvet cake

Rich chocolate brownie

Mini vanilla slice

Mince pies

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Christmas Eve

DINNER

Twas the night before Christmas and your belly is rumbling. After the rush to wrap presents, you're sure to be grumbling.

With the busy day you have tomorrow, why not take a load off and let us treat you to a glass of fizz and a delicious feast, complete with festive entertainment. But remember, you have to be in bed for Santa to come!

£40 per adult

£25 Children aged 4 to 12 years. (under 3's eat free)

STARTERS

Roasted tomato and red pepper soup v

basil oil, croutons

Ham hock terrine

minted pea puree, cornicons, foccacia croute

Prawn and pineapple,

raddicio, lime and chilli aioli, micro coriander

MAINS

Charred fillet of chicken

oyster mushroom, tarragon sauce

Grilled fillet of hake

warm tartare dressing, crisp lilli-putt capers

Both served with seasonal vegetables and potatoes

Butternut squash and kale risotto v

cumin, smoked garlic pesto

DESSERTS

Tiramisu

espresso syrup, red berries

Sweet Lemon tart

Chantilly cream, mango coulis

Fresh fruit salad vE

raspberry sorbet

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Christmas Day

BUFFET LUNCH

WITH ALL THE TRIMMINGS.....

Join us for a plentiful buffet lunch with all the trimmings that's sure to make your spirit bright.

Wait for Santa's arrival with the help of his handy elves. Children under 12 will receive a gift from the big guy himself.

Dress code: smart casual - Buffet served from 1.00pm to 3pm

Queen speech at 3.00pm at Pickwick Bar | Santa's visit at 3.30pm

£60 per adult £40 per child (4-12), under-3s eat FREE

Selection of artisan breads and rolls

TO START

Beautifully dressed meat platter, cheese platter

Mixed leaf salad, cranberry slaw, pickled vegetables, marinated mediterranean vegetables, mixed olives v

Potato and watercress soup, parmesan croutes

ON THE HOT BUFFET

Roast breast of Lancashire turkey

Honey glazed gammon

Thyme and garlic roasted topside of beef

Herb roasted potatoes v

Glazed carrot and parsnip v

Buttered Brussel sprouts v

Aubergine and potato moussaka v

Vegan cheese v

Garden peas v

Roast pan gravy GF

Rustic pizza ciabatta

Skinny fries v

Chicken goujons

Potato smiley v

Fish fingers

Mozzarella dippers v

DESSERTS

Chef's selection of deserts

Ice lollies

Fresh fruit salad vE

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Christmas Day

GALA LUNCH

A SUMPTUOUS FEAST WITH ALL THE TRIMMINGS YOU COULD WANT!

The big day is finally here! Celebrate Christmas with a splendid five course feast complete with the trimmings.

Join us in our elegantly dressed suite for the big day. Starting off with a glass of fizz and festive canapes, followed by a delightful festive meal - Santa may just stop by for a plate himself! We've heard he has something special for girls and boys under 12.

£90 per adult | £55 per children (4-12), under-3s eat FREE

Limited availability | Time slots – 1.30pm, 2pm, 2.30pm, 3pm | Santa's visit at 3.30pm

STARTERS

Cream of pea and mint soup

Parma ham crisp, rocket pesto

Beetroot cured Scottish smoked salmon, king prawn

fennel and orange salad, fennel blossom, rye croute

Artisan brulee goats cheese

red pepper tapenade, pickled walnuts, fig balsamic **V**

Earl grey smoked chicken

celeriac remoulade, rum and raisin gel, lambs leaf

MAINS

Roast breast of Lancashire turkey

pig in blanket, pork, sage and onion stuffing, roast pan gravy

Roast fillet of beef

served pink or well done, mini steak and ale pie, mushroom fricassee, merlot reduction

Charred monk fish

pak choi, carrot bhaji, Thai spiced curry

Artichoke, padron pepper and vegan cheese filo basket **V**

crispy leek, and caponata

All main courses served with crisp herb roast potatoes, tender stem broccoli and maple glazed carrot and parsnip.

Bowls of Brussels sprouts and champ mash per table

DESSERTS

Traditional Christmas pudding

brandy sauce

Chocolate and clementine torte

winter berry compote, cointreau cream

Fresh fruit salad **VE**

movenpick raspberry sorbet

Bailey's cheesecake

candied pistachio, white chocolate sauce

TO FINISH

Classic British cheese plate with house chutney, grapes and water biscuits

Freshly brewed tea and coffee served with Minced Pies **V**

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Christmas Day

BUFFET SUPPER



After all the festivities, the last thing you want to do is cook. But worry not, we have exactly what is needed to tie the day up in a nice, neat bow.

From 07.00pm to 09.00pm

£20 per adult and £10 for children (4-12), under-3s eat FREE

Artisan bread roll selection

CHOICE OF SALADS INCLUDING

Mixed leaf, cranberry slaw, chive and garlic potato salad, pickled vegetables **V**

Salami and cured ham platter

Cheddar and brie cheese platter **V**

FROM THE HOT PLATE

Chicken and sweetcorn soup

Vegetable spring rolls

Sweet and sour chicken **GF**

Mixed vegetables in black bean sauce **V**

Rice

Fries

Prawn crackers

DESSERTS

Rich chocolate fudge cake **V**

Lemon cheesecake

Fresh fruit salad **VE**

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Boxing Day

BUFFET LUNCH

NOT A LEFTOVER IN SIGHT!

Wind down from the big day's festivities and join us in our Grange Restaurant for our Carvery Style Buffet. If you hadn't eaten your fill the day before. You're sure to be close to bursting after you've eaten – We like an empty plate!

£20 for adults £10 for children aged 4 to 12 years under-3s eat FREE

Bar opens: 12 noon. Lunch served: between 12.30pm till 3.00pm

Artisan bread roll selection

CHOICE OF SALADS INCLUDING

Mixed leaf, cranberry slaw, chive and garlic potato salad, pickled vegetables **V**
Milano salami and cured ham platter
Cheddar and emmental cheese platter **V**

FROM THE CARVERY

Honey glazed gammon
Thyme and garlic topside of beef

Pigs in blankets and stuffing balls

Lemon and herb chicken fillet

Herb roasted potatoes

Honey glazed carrot and parsnip

Buttered Brussels sprouts

Proper Yorkshire puddings

Roast pan gravy

Celeriac, sweet potato and mushroom pie
(vegan, on request)

DESSERTS

Rich chocolate fudge cake **V**

Lemon cheesecake

Fresh fruit salad **VE**

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Boxing Day

BUFFET SUPPER

As the last big meal before New Year's Eve, we want you to go all out. With a wide range of food on offer, there's something for everyone and enough to feed all twice over!

From 07.00pm to 09.00pm

£20 per adult and £10 for children (4-12), under-3s eat FREE

BOXING DAY INDIAN BUFFET

Artisan bread roll selection

Choice of salads including

Mixed leaf, red onion salad, lime pickle, cucumber raita, mango chutney **V**

Sliced chicken and beef meat platter

Cheddar and stilton cheese platter **V**

Prawn cocktail with Marie rose and crisp iceberg

FROM THE HOT PLATE

Onion bhaji **V**

Vegetable samosa's **V**

Chicken tikka masala

Mixed vegetable and chick pea Rogan Josh

Rice

Fries

Mini naan bread

DESSERTS

Black forest gateaux **V**

Victoria sponge cake **V**

Fresh fruit salad **VE**

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New Year's Eve

FAMILY BUFFET

FAMILY CELEBRATION PARTY & BUFFET

Celebrate the New Year with the children. Enjoy a sumptuous three course hot and cold buffet that's sure to start the New Year out the right way. Followed by a disco to wrap up the year with laughter. We have limited availability, so don't miss out.

£60 per adult £30 per child

Selection of artisan breads and rolls

TO START

Beautifully dressed meat platter, fish platter, cheese platter
Mixed leaf salad, cranberry slaw, pickled vegetables, marinated Mediterranean vegetables, mixed olives **V**

Potato and watercress soup, parmesan croutes **VE, V**

ON THE HOT BUFFET

Honey glazed gammon
Thyme and garlic roasted topside of beef
Piri piri Charred chicken fillet
Herb roasted potatoes
Glazed carrot and parsnip
Tender stem Broccoli
cauliflower gratin with truffle
Aubergine and potato moussaka **VE**
Vegan cheese
Garden peas
Roast pan gravy
Rustic pizza ciabatta
Skinny fries

DESSERTS

Chefs' selection of deserts
Ice lollies
Fresh fruit salad **VE**

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GALA DINNER

RING IN THE NEW YEAR IN STYLE!

Dress for the occasion and join us in our charming Grange Restaurant for a candle-lit four course feast. Unlike Cinderella, the magic doesn't stop at midnight. So, say goodbye to 2022 and start 2023 off with a ball! Why not stay over and enjoy your night to the fullest?

£90 per adult (ADULTS ONLY)

Four-course dinner includes coffee and dessert | Arrival: 7pm | Dinner served from: 8pm
Dinner & disco: until 1am | Dress code: smart to see the New Year in

STARTERS

Lobster and langoustine bisque
salt and pepper seaweed, saffron cream
Chicken and apricot terrine
charred corn and grape salsa, lambs leaf,
focaccia croute

Brie and sweet mango filo parcels **V**
beetroot gel, pickled chilli, micro
coriander

Beef Carpaccio
pastrami salt, pickled kohlrabi,
horseradish

TO FOLLOW
Champagne sorbet

MAINS

Pan seared Lamb noisettes served pink
Jerusalem artichoke, redcurrant rosemary jus
Corn fed chicken supreme
burnt onion; root vegetable puree, chardonnay and
thyme cream sauce

Slow braised short rib of British beef
sticky stout gravy, and heritage tomato
Char-grilled halibut
tempura wasabi asparagus, honey teriyaki glaze

Tarka daal hot pot **VE**
okra, sweet potato crust, tamarind chutney
*All dishes served with fondant potato, tender
stem broccoli, glazed carrot and baby corn*

DESSERTS

Assiette of chocolate
dark chocolate mousse, white chocolate pannacotta, triple chocolate brownie

Fresh fruit salad **VE**
movenpick raspberry sorbet

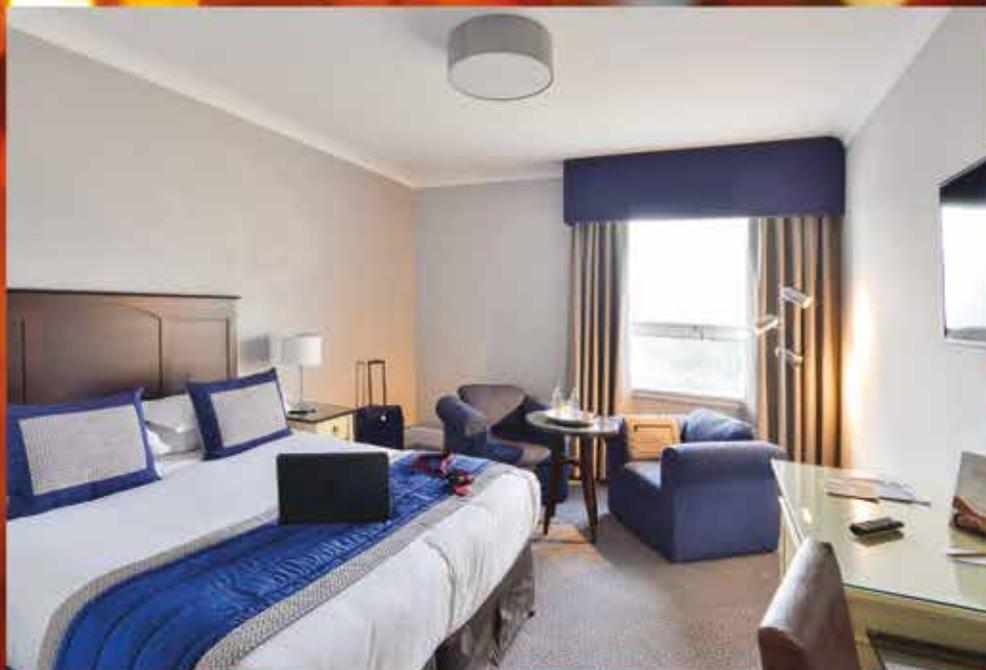
The best of English and European Cheese
artisan biscuits, house chutney

Dark cheery salted caramel crumble **V**
clotted cream ice cream, Toasted oats

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Festive OVERNIGHT STAYS



FANCY A BREAK THIS CHRISTMAS PERIOD?

Whether you're wanting a breather from the kids, or in-laws, why not stay overnight over Christmas weekend (or) New Years weekend?

Call our reservations team on 01706 630788 for best available rates on room-only or bed and breakfast rates.

Enjoy a 10% discount on brochure prices on Christmas Eve, Christmas Day Lunch, Christmas Day supper buffet, Boxing Day lunch and supper buffet or New Year's Eve events.

Pre-orders will be required so we can serve you to the fullest.

POPULAR Spa Packages



DELUXE THERMAL SPA EXPERIENCE

18m Heated Indoor Swimming Pool | Aroma Steam Room | Steam Room
Ice Room | Rock Sauna | Bio Sauna | Hydrotherapy Pool

Deluxe Thermal Spa Experience Inclusive of lunch and Mud Rasul
(Mon-Thur) £49pp - Fri-Sun) £59pp

All of our Thermal Spa experiences are inclusive of Robes, Towels and Slippers and use of facilities for the full day.



MUD RASUL CHAMBER

NOURISH AND HYDRATE YOUR SKIN

Our Mud Rasul chamber is perfect for sharing with your friends or loved one. Once you have been taken through to this unique facility, which has been specifically designed, you will be left alone to apply a range of muds to your face and body. Once you have applied yourself top to toe in our all natural products, relax in the thermal chamber and let the steam activate to release impurities and cleanse your skin leaving you feeling refined and refreshed. The journey from start to finish will give you a 60 minute experience, inclusive of 30 minutes within the steam room chamber.

Our Mud Rasul Experience is included in our Deluxe Thermal Spa experience or simply upgrade this to any of our treatments or packages for Mud Rasul Experience

Two Guests £45 Three Guest £55 Four Guests £65

OPENING TIMES

Monday - Friday - 9.15am - 7.45pm

Saturday - 10.15am - 4.45pm

Sunday - 9.15am - 3.15pm

Spa Days

Our Spa Packages have been designed to give you pure indulgence. On arrival you will be greeted and led to our break room to enjoy a light snack along with refreshments. Once you get cosy in your robe and slippers, take full advantage of our facilities for your entire day including our tranquil relaxation lounge. A light lunch will be served to you at a time of your choice within our relaxed break area. Outlined below are our spa day packages.

Refresh and Revive **Mon-Thurs £75** **Fri-Sun £90**
Back, Neck and Shoulder Massage 25 mins and Declor Discovery Facial 25 mins

Perfect Solutions **Mon-Thurs £100** **Fri-Sun £120**
A choice of Signature Full Body Massage 50 mins with Discovery Facial 25 mins OR Reset and Revitalise Facial 55 mins with a Back, Neck and Shoulder Massage 25 mins

Pure Indulgence Day **Mon-Thurs £150** **Fri-Sun £165**
Signature Full Body Massage 50 mins, Discovery Facial 25 mins and a Jessica Luxury Manicure/Luxury Pedicure 60mins

Escape Spa Day **Mon-Thurs £170** **Fri-Sun £185**
Full Body Scrub 25 mins, Signature Full Body Massage 50 mins and Expert Facial tailored to your needs 60 mins



Spa Breaks

1 Night Pamper Break **from £150 per person**
Based on 2 people sharing. Includes 1 x 25 mins treatment each, three course dinner, full English breakfast, full use of facilities

Choose one from the following treatments:
Mini Jessica Manicure, Mini Jessica Pedicure, Discovery Facial, Spa Natural Signature Back, Neck & Shoulder Massage

2 Night Pamper Break **from £250 per person**
Based on 2 people sharing. Includes 2 x 25 mins treatments each, three course dinner for each night and full English breakfast

Choose two from the following treatments:
Mini Jessica Manicure, Mini Jessica Pedicure, Discovery Facial, Spa Natural Signature Back, Neck & Shoulder Massage

Please note - The treatments are not automatically booked when you book a spa break. Please contact us on 01706 630788 to check the availability prior to booking. Upon booking a room, please contact our dedicated leisure club team to book the treatment separately.

WINTER WEDDINGS from £3500

Book your wedding dates between November and March and take advantage of a fantastic saving. Our Winter Wedding packages are tailored around you, with your own dedicated wedding coordinator ready to make your dream wedding a reality at a fraction of the cost.

Our winter wedding package includes:

- Red Carpet Arrival
- Civil Ceremony and Celebration Room Hire
- An Exquisite Four Course Wedding Breakfast
- Gold Collection Drinks Package Including Arrival Drinks Reception
 - Delicious Evening Buffet
- Fantastic Wedding DJ and Dancefloor
 - Cake Stand and Knife
 - Master of Ceremonies
- Discounted Rates on Bedrooms
 - Dedicated Wedding Planner
- Table Décor with Chair Covers & Bows to Suit your Theme

This package is based on 50 day guests and 100 evening guests inclusive of Civil Ceremony Room Hire, Wedding Breakfast and Evening Buffet. Additional wedding guests can be booked for a supplement per person.

TWIXMAS WEDDING PACKAGES

From only £3500

In addition to our fantastic Winter Wedding savings, we are offering Twixmas Wedding Packages from just £3500! Twixmas dates fall between Christmas and New Year and are extremely popular. Enquire for more information.

Please call 01706 516 706 or
email H6631-SB1@accor.com for more details and availability.



Gift Vouchers

Take the hassle out of shopping with our range of amazing Christmas gift vouchers for your family and friends. Spoil your loved ones with the perfect gift, tailored just for them. Christmas is a time for giving and here at the Mercure Norton Grange Hotel, we offer spa, accommodation, afternoon tea and event gift vouchers. You can find something for every member of the family and all ages.

SPA GIFT VOUCHERS

Give the relaxing experience of spa therapy to someone you love this Christmas. We can't think of a more perfect gift than the opportunity to relax and unwind! All our treatments are personally prescribed and sublimely sensory.

ACCOMMODATION GIFT VOUCHERS

Treat your parents or friends to a weekend away at the Mercure Norton Grange Hotel – the perfect place for a couple to escape and have a romantic weekend getaway!

AFTERNOON TEA GIFT VOUCHERS

The classic afternoon tea is ideal for your friends and family, what better way to spend an afternoon relaxation in the inviting, comfortable settings of the Pickwick Bistro.

MERCURE NORTON GRANGE HOTEL & SPA CHRISTMAS BOOKINGS TERMS & CONDITIONS

These terms and conditions apply between the person, firm, company or other entity specified on your booking ("you" or "your") and Mercure Norton Grange Hotel & Spa, registered in England with company registration number 01230998 and registered office address 24, Woolosington Park South, Newcastle upon Tyne, Tyne & wear, NE13 8BJ ("Venue") in respect of the Christmas celebration event as specified on your booking form ("Event"). Please read them carefully as they contain important information. By booking your Event ("your booking") you agree to be bound by these terms.

Some key points:

1. Booking with confidence: If your Event cannot proceed due to a Government imposed "lock down" of the area in which the Hotel is located you may choose to reschedule the Event to a mutually convenient alternative date or obtain a full refund in respect of your booking.
2. The Venue will liaise with the party organiser named in your booking, or such other individuals as approved in writing by that organiser, in relation to your booking.
3. For your comfort, all parties are requested to meet in our pre-function bar area at least 30 minutes prior to your Event.
4. The Venue will endeavour to accommodate any special requests which you may have, however these cannot be guaranteed.
5. Your booking must be made direct with the Venue and a non-refundable deposit of £5 / £10 / £25 per person is required to secure your booking. Confirmation of attendee numbers, menu choices/pre-orders and the final balance payable in respect of your Event are due by 1 November of the year of your booking, or such other date as may be agreed in writing, failing which the Venue may cancel your booking resulting in the loss of your deposit.
6. If you proceed with your booking on the basis of preliminary/anticipated attendee numbers, unless otherwise agreed in writing, the Venue does not guarantee that it will be able to accommodate your final numbers.
7. You may cancel your booking by notifying the venue in writing by no later than 16:00 hours on 31 October of the year of your booking, at the loss of no more than the deposit paid (or if unpaid, due). After that time, other than as set out at point 1 above (Government ordered lock down), your booking cannot be cancelled and you must make payment the final balance payable in respect of your Event in accordance with this agreement.
8. The dress-code for the Event is, unless otherwise agreed in writing, "smart/casual", which includes smart jeans, but not sportswear. The Venue reserves the right to refuse admission to any member of your party who is not appropriately dressed.
9. The Venue may (at its sole discretion) refuse admission to, or eject from the Event, any person in its absolute discretion, including (without limitation) any person who in the opinion of the Venue represents a security risk, nuisance or annoyance.
10. Unless otherwise agreed in writing, people under the age of 18 years are not permitted to attend the Event and for the avoidance of doubt, any sums paid in respect of prospective attendees who are under the age of 18 as at the date of the Event shall be non-refundable.
11. Unless otherwise agreed in writing, you and your party are not permitted to consume food or beverages purchased other than from the Venue at the Event.
12. At the end of your Event, provided the Venue is still open, you and your party are welcome to remain and continue enjoying your evening, however please note that any previously private areas may also then be used by others.

Further terms

13. Payment of deposits and final balance may be made by cash, bank transfer, debit card or cheque payable to Mercure Norton Grange Hotel & Spa. The Venue kindly asks that you co-ordinate your parties' payments and submit the total sum due to the Venue by way of a single payment in respect of the deposit and a single payment in respect of the final balance.
14. Prices for events at the Venue, where applicable, are correct at the time of publication. The Venue reserves the right to change the prices at any time but changes will not affect booking which have already been confirmed by the Venue.
15. The sums paid in respect of absentees from your party are not deductible from the final balance due to the Venue, and nor are such sums refundable or transferable to goods or services in lieu under any circumstances.
16. The timings of your Event are subject always to any requirements of the Venue's local Licensing Authority imposed subsequent to your booking.
17. Save as for the circumstances set out at point 1 above (Government ordered lock down)
 - a. the Venue reserves the right to re-schedule your Event, including to after Christmas if, in its opinion, the Event cannot proceed on the date set out in your booking form owing to circumstances beyond the Venue's control, including but not limited to: supplier or contractor failure, venue damage or cancellation, health scares, industrial dispute, governmental regulations or action, military action, fire, flood, disaster, civil riot, acts of terrorism or war (i.e. "a Force Majeure Event"); and
 - b. if, by reason of any Force Majeure Event, the Venue is delayed in or prevented from performing any of its obligations under this agreement, then such delay or non-performance shall not be deemed to be a breach of this agreement and no loss or damage shall be claimed by you by reason thereof. The Venue's obligations shall be suspended during the period of the delay or non-performance and the Venue and you shall each use reasonable endeavours to mitigate the effect of the Force Majeure Event, as may be necessary.
18. Where applicable, the Venue may change the format, theme, décor, layout, speakers, participants, content, venue location and programme or any other aspect of the Event at any time and for any reason, in each case without liability.
19. To the fullest extent permitted by law, the Venue shall not be liable to you for any loss, delay, damage or other liability incurred, resulting from or arising in connection with the postponement of the Event howsoever arising, or any venue change.
20. All goods/services provided by the Venue at the Event are to be paid for at the point of purchase or where deferred with the Venue's agreement, not later than prior to your departure from the Event.
21. The Venue may (at its sole discretion) refuse admission to, or eject from the Event, any person in its absolute discretion, including (without limitation) any person who fails to comply with these terms and conditions or who in the opinion of the Venue represents a safety or security risk, nuisance or annoyance. You agree to comply with all reasonable instructions issued by the Venue at the Event.
22. To the fullest extent permitted by law, the Venue excludes: (a) all liability for loss, injury or damage to persons or property at the Event; and (b) any actual or alleged indirect loss or consequential loss howsoever arising, suffered by you or any of your party, or any loss of profits, anticipated profits, savings, loss of business revenue, loss of business, loss of opportunity, loss of goodwill, or any other type of economic loss (whether direct or indirect). Beyond that, if the Venue is liable to you for any reason, its total liability to you in relation to the Event (whether under this agreement or otherwise) is limited to the price paid for your booking as set out on your booking form.
23. The Venue reserves the right to amend these terms and conditions from time to time.
24. No person other than you and the Venue shall have the right (whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise) to enforce the terms of this agreement.
25. This agreement is governed by English law and you submit to the exclusive jurisdiction of the English courts in respect of any disputes arising from or in connection with it.

WE ARE AN "ALLSAFE" HOTEL

As part of the Accor Group, we are delighted to announce that Mercure Norton Grange Hotel & Spa is now certified as an 'All Safe' hotel after achieving a 95.95% in our recent audit. Although high standards of hygiene and cleanliness are already a given at Mercure Norton Grange Hotel & Spa, our ongoing mission is to protect our guests and staff during these unprecedented times and ensure a safe environment for everyone.

WHAT IS "ALLSAFE"

Accor has now established some of the most stringent cleaning standards & operational procedures in the world of hospitality to ensure each guests safety as hotels reopen. These standards have been developed with and vetted by Bureau Veritas, a world leader in testing inspections & certification. For more details visit <https://all.accor.com/event/allsafe.en.shtml>

LIMITED SERVICE

During these unprecedented times, and whilst government and industry guidance is constantly changing and evolving, we may be required to flex the way in which we operate specific facilities. If instructed we may be required to turn off certain features or cancel some events. Unfortunately, this decision is out of our hands and we ask that our visitors acknowledge this as there will be no discount or compensation issued in this case. If you have any questions before booking please call us on 01706 630 788.

MERCURE

MANCHESTER NORTON GRANGE
HOTEL & SPA