



## EVENT TERMS & CONDITIONS

1. The Restaurants Association of Ireland (RAI) reserves the right to refuse admission or to eject a ticket holder to the Irish Restaurant Awards 2019 without refund for behaviour likely to cause damage, injury or nuisance.
2. The RAI reserves the right to alter the event schedule as necessary.
3. The ticket-holder consents to participate in the photographic, audio or video recording of the event and grants all necessary consents.
4. Tickets should be purchased from authorised outlets only (online or via RAI office landline 01 677 9901).
5. Admission to the event is by email ticket confirmation. No physical tickets will be issued in advance of the events.
6. The RAI does not accept responsibility for any loss, injury, or damage to persons/property on or around the event venues.
7. Children under the age of 18 years are not permitted to attend the Irish Restaurant Awards 2019. Alcoholic beverages are served throughout the evening.
8. Mobile phones must be turned on silent during the event.
9. Neither food nor drink can be taken into the event.
10. The Irish Restaurant Awards 2019 is a no smoking event. Customers must use the outdoor smoking facilities at the event venues.
11. We have the right to revise and amend these terms and conditions from time to time to reflect changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities.

## BOOKING POLICY

1. Customers purchasing tickets to the Irish Restaurant Awards 2019 must be nominees, sponsors or trade partners of the Restaurants Association of Ireland (RAI).
2. Both Members and Non-Members of the RAI are eligible to attend, provided they are nominees or finalists in the Irish Restaurant Awards 2019.
3. Only RAI Members will receive the discount code to apply to ticket purchases.
4. If found that a Non-Member of the RAI has availed of the Member discount code, the RAI reserves the right to cancel your booking or charge for the additional fee.
5. The price of any of our events will be as quoted in our collateral and on our website. Prices listed for ticketed events apply a 0% VAT rate.
6. Admission to the event is by email ticket confirmation. No physical tickets will be issued in advance of the events.

## CANCELLATION POLICY

**For Regional Events:** Please note that all tickets to the Regional Awards are non-refundable. No refunds will be made for non-attendance.

**For All Ireland Event:** Please note that tickets to the All-Ireland Irish Restaurant Awards on the 13<sup>th</sup> May 2019 are non-refundable. No refunds will be made for non-attendance.

## EVENT FAQs

### REGIONAL AWARDS EVENTS

- **How do I book tickets for the Regional Events?**

You can purchase tickets via [www.irishrestaurantawards.com/events](http://www.irishrestaurantawards.com/events) - just select the correct region and you will be redirected to an online booking platform hosted by Cvent, our event management software.

- **Will I get actual tickets for the Regional Event?**

No actual tickets are being issued – please bring a printed copy of your ticket confirmation for registration. Your restaurant name will be on the guest list at the door of the event.

- **Is there a limit on how many people I can bring to the regional event?**

No, but the RAI have the right to refuse large groups (10+) if there are limited numbers of tickets left available (we want every nominee to have the chance to attend).

- **Can I pay by bank transfer or cheque?**

We must receive all cheques before the event. Bank transfers can only be done 7 days prior to the event, no later.

- **Can I buy tickets on the door?**

No, tickets must be purchased before the event. Payment will not be accepted on the night.

- **Can I bring children to the event?**

Unfortunately, children under 18 years of age are not allowed to attend the awards events as alcohol will be served openly.

- **Will it be a seated event?**

No - this is a standing, reception style event. If you have a physical disability or are unable to stand for long periods of time we are more than happy to arrange chairs for you. Let us know in advance if possible so we can inform the venue.

- **Are tickets refundable?**

No - All tickets to the Regional Awards are non- refundable.

- **What is included in the ticket price?**

Your ticket will cover entry to the event, canapes and a drinks reception on arrival, followed by the awards ceremony itself. There will also be a collection of local food producers at each event sampling their goods and products.

- **How long does it go on for?**

The actual ceremony will last around 1.5 – 2 hours. Doors will open at 7:30pm for a drinks and canapes reception and the ceremony will commence at 8:30pm.

### SECOND ROUND JUDGING/MYSTERY GUEST INSPECTIONS

- **If I win, what happens next?**

If you win a county award or are shortlisted as a finalist in Dublin, you will receive a mystery guest inspection, and a national judging academy will also cast their votes. The mystery guest inspection is worth 50% and the National Academy judging is worth 50%. See [here](#) for more details on the judging process.

- **When will the mystery guest inspector arrive?**

Before a mystery diner is sent to your premises, you will be contacted by Customer Perceptions who will ask your permission to conduct the visit. If you agree to a visit, you will not be told when it will be carried out, but it will be between that phone call and before the awards final on the 13<sup>th</sup> May 2019.

- **Do I have to pay for the mystery guest inspection?**

No, the RAI will cover the cost of the inspections. You will be asked however to provide a three course meal for two people with a bottle of house wine (or tea/coffee) free of charge when the inspector produces their ID.

- **What if I do not want to receive a mystery guest inspection?**

That is absolutely fine and we will respect your wishes, but you will not be able to go forward to the next stage of the awards, and will not be eligible to win at the All-Ireland/Regional level.

- **Will I find out the results of the mystery guest inspection?**

Yes, you will be sent a comprehensive report from Customer Perceptions including a recording of the phone call made for the initial booking.

## AWARDS FINAL GALA DINNER

- **How can I attend the All Ireland Final awards ceremony?**

If you have won a county/regional award or if you have been shortlisted (Dublin) then you are invited to attend the All Ireland Awards in [The Clayton Hotel, Burlington Rd](#) on the 13th of May 2019. Tickets for the All Ireland Event are not yet on sale, but you will be able to purchase tickets via [www.irishrestaurantawards.com/events](http://www.irishrestaurantawards.com/events) - where you will be redirected to an online booking platform hosted by Cvent, our event management software.

- **How much do tickets cost?**

For RAI members, tickets are €149 (Early Bird) or €159 (Standard) per ticket. For a table of 12 €1680 (Early Bird) or €1,800 (Standard).

For non-members, they are €159 (Early Bird) or €169 (Standard) per ticket. For a table of 12 €1,800 (Early Bird) or €1920 (Standard).

- **How many people can you fit on one table?**

The tables seat 12 people only, we cannot add an extra seat to a table.

- **We want more than 12 tickets, how can we all sit together?**

You can either take one full table of 12 and have the remaining people on the next table, or split it however you like between two tables. Note that you will be sharing with other guests. If it is done in one booking, you will be guaranteed to have your tables next to each other.

- **Can I buy tickets on the door?**

Tickets MUST be paid for in full in advance without exception. We will not accept payment on the night and all seats are allocated in advance. You will be refused entry if you have not bought a ticket in advance.

- **What is the dress code?**

Please note this is a BLACK TIE event – tuxedos are recommended for men and evening gowns for women.

- **Will tickets be posted in advance?**

No, there will be no paper tickets. You will receive an email confirmation as your proof of purchase and there will be a guest list at the door.

- **Are tickets refundable?**

No - All tickets to the All Ireland Awards are non- refundable.

- **Is there a limit on how many tickets I can buy?**

This is dependent on availability. Book early to avoid disappointment if you have a large group. Again, the RAI can refuse large groups if there is limited seats left – we want every finalist to have a chance to attend the awards.

- **How long is the event?**

The drinks reception starts at 6:30pm, then you will be seated at 7pm. Dinner and the awards ceremony will start at 7:30pm sharp, and go on until 11:30pm, followed by entertainment into the early hours.

- **Can I bring children to the event?**

Unfortunately children under the age of 18 are not permitted to attend the event as alcohol will be served openly and it is a late night formal event.

- **Can I choose where our table/seats are?**

We can take requests and always try our best to cater to them, but there are no guarantees due to a large number of attendees. Once you are allocated a seat on the table plan, that is final and there will be no swapping permitted on the night.

- **Do you cater to dietary requests?**

We will have a vegetarian menu available on the night, and all allergens will be listed upon request (we cannot reveal the menu until the night itself). Unfortunately we are unable to cater for specific dietary needs (coeliac, lactose intolerant etc.) due to the large number of guests in attendance.

- **When will I know my table number?**

There will be a table/seating plan at the drinks reception on the night and we will have staff on hand to guide you to your seat.