
THE

LIGHT APARTHOTEL

MANCHESTER

Hen Party Package – FAQs

1. Is there a minimum number required to book one of the packages that you offer?

Yes, the minimum number of guests per package is Glitz Package – twelve and Glam Package – sixteen, there is no maximum however each package will only include one [5* Penthouse Suite](#). You may book for under this number but the above is the minimum charged per package.

2. What are the payment procedures?

All Hen Party Packages are offered on a prepaid basis. To secure your booking a 10% deposit of the total cost is required at the time of booking, with a further 40% deposit of the total cost required four weeks after confirmation, full and final payment is due four weeks prior to arrival. If the arrival is within this timescale then a revised timescale or full pre-payment will be asked when booking.

The initial 10% deposit can be paid over the telephone by debit/credit card, please have this to hand when you call. The further 40% deposit and final balance as they're over the value which we can accept telephone payments will be made by bank transfer (bank details will be provided with your confirmation) should you wish to pay the deposits by debit/credit card this will need to be done in person at The Light to secure the transaction via chip & pin. No deviations will be made to our excepted methods of payment as explained above. All deposits are non-refundable/non-transferable.

3. What does the package include?

Hen Party Packages are based on two guests per double bed, single/rollaway beds are used to accommodate the correct number of guests. The listed items below are left in your apartment for your arrival, for you to enjoy at your leisure.

Apartments are allocated on arrival, special requests and requests for high floor, apartments together or specific apartment numbers are all subject to availability and are not guaranteed. Although we will endeavour to meet any reasonable requests no guarantees can be given that any request will be met.

Conditional bookings cannot be accepted i.e. any booking which is specified to be conditional on the fulfilment of a particular request.

All Hen Party Packages include:

- A glass of prosecco on arrival
- A ½ a bottle of wine per person (a choice of Red (Merlot), White (Sauvignon blanc) or Rose (Pinot Grigio Blush), as with the Prosecco the correct number of whole bottles will also be placed in the suite for your arrival
- Late check-out until 1pm on your departure date – Subject to availability

*The **Glitz Package** also includes:*

- One [5* Penthouse Suite](#) (except the [Platinum Penthouse Suite](#)) which will sleep between four – eight guests, with a large open plan living area it is ideal for the group to gather for activities or pre drinks.
- [Deluxe Apartments](#) are provided for the remainder of the guests in the group

The **Glam Package** includes:

- One [Platinum Penthouse Suite](#) which will sleep up to four guests and includes complimentary use of the hot tub. There are just two [Platinum Penthouse Suites](#) at The Light located on the 15th floor, both with large outdoor terrace space and six person hot tub offering fantastic views of Manchester and beyond, the perfect place to relax in the sun and party with the girls.
- [Deluxe Apartments](#) are provided for the remainder of the guests in the group

4. Can any of the package items be removed to lower the price per person?

No unfortunately not. Anything outside of what is included in the packages will be priced on a separate basis.

5. What are the sleeping arrangements?

Each package includes one [5* Penthouse Suite](#) which will sleep between four – eight guests, the remainder of the guests will be allocated [Deluxe Apartments](#) on arrival.

Hen Party Packages are based on guests utilising a mixture of Double, Single/Rollaway Beds. We do not confirm sleeping arrangements, bedroom configurations or apartment locations as these are subject to change up until your arrival date.

If confirmed sleeping arrangements/bedroom configurations are required then a package option isn't suitable for your group and we recommend booking our accommodation only rate plan which will have confirmed sleeping arrangements/bedroom configurations

6. What is provided within the Apartments?

All the apartments are provided with a full set of linen for the number of sleepers, hairdryer, Iron & Ironing board. A fully equipped kitchen with an ample supply of crockery, cutlery & glassware – pots, pans and cooking utensils.

7. Are there shops nearby to purchase groceries?

Yes, we're located directly next door to a Tesco Express, there is also a Co-op Food at the end of the street. We're also a short walk away from the main shopping area and The Arndale Centre is adjacent to the aparthotel.

8. Can we order Taxi's to take us on our night out?

Yes, we recommend a local taxi service Streetcars and these can be pre-booked by calling +44 (0) 161 228 7878 or by the Freephone located on the reception desk.

9. Is there any Parking available?

Parking is available on a first come first served basis and is charged at £17.50 per vehicle, per night. Please check in at Reception, register your Car with us and collect your parking permit

10. What time is check-in/out?

Check in is at 3.00pm and check out is at 11.00am. Where possible we do try to allow guests access earlier to their rooms, however we do have a luggage room available also where any bags can be stored.