

FAQ

23

General

Do you require ID for Cloud 23?

Last entry for under 18's is at 5pm. We operate a strict 'Challenge 25 Policy' at all times so please bring Photo ID if you look under 25. We do not under any circumstance accept photos or copies of ID. We accept Driving Licenses, Passports and any photo ID with the PASS Hologram on.

What is the dress code?

Our dress code is smart casual, we encourage you to dress to impress. To avoid disappointment, we advise against sportswear, tracksuits, gym trainers (fashion trainers are no problem), caps and flip flops. Please note that entry to the venue is the managers discretion.

Are children allowed in the bar?

We welcome children during the day time and under 18s are permitted in the bar before 5pm.

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 105 minute time slot will be shortened depending on your arrival time.

Food/Dietaries

Can I order food in the evening?

Yes we have a great daytime food menu of charcuterie and antipasti and currently offer a reduced version from 7pm, please see our [Food Menu](#) on the website.

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

That's no problem – we offer a wide range of non-alcoholic drinks and non-alcoholic cocktails, from non alcoholic beer and prosecco to a great selection of soft drinks, tea and coffee.

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.

Events

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 1639 or Cloud23@ihg.com. For more information please click the following link: [Cloud 23 Events](#)

Events

How do I book?

You can book using the [BookNow](#) button at the right hand side of the screen.

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 1 hour 45 minutes.

I have a voucher – how do I redeem it?

When making a reservation, please include your vouchers 7-8 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 paper copy on the day. It will be redeemed upon your visit to the bar.

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

Yes you can for tables of 2 people, please choose the guaranteed window table upgrade which is available after you have selected your Afternoon Tea online. Please note this option is not available for tables of more than 2 people.

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

Our window tables can only accommodate up to two people.

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 upgrades which must be paid for in advance upon booking.