



Christmas In A Box FAQs

What measures have you taken to keep your parties Covid-19 safety proof?

Our primary concern is always the health of our staff and customers so we have a strict set of operational procedures in light of COVID-19. We have introduced additional measures of health and safety to minimise the risk of infection.

All our staff have been instructed to be extra vigilant and follow increased hygiene protocols. Any staff who exhibit symptoms or live with anyone affected or displaying symptoms will be instructed to follow the government guidelines regarding self-isolation.

What's in my Virtual Christmas Box?

All the necessary party ingredients: delicious food, cocktails, party hat, atmospheric candle, login instructions to virtual entertainment and a printed individualised set of instructions so you know what to do on your party night. NB elements will vary according to chosen package.

How does the food and beverage work?

By choosing either the Aperitivo or Primo package you will find within your box a range of delicious grazing foods and drinks all wrapped for safe travel.

Do you accept dietary requirements?

Yes we do. We have meat, vegetarian and vegan menus in place and can also cater for additional dietaries such as nut allergies. All dietary requirements must be sent in writing at last 2 weeks in advance.

How does the ordering process work?

It's very simple. You choose your package (Aperitivo or Primo), confirm your numbers and dietary requirements and then we take over with the planning running all operational plans by you first for sign off. Any amends after sign off are liable to extra charges for immediate credit card payment.

Are we allowed to mix and match some of your packages?

Sadly not, but you are able to purchase additional components to your chosen box.

NB this may also increase courier charges due to extra weight.

Can we build on the chosen package?

We are happy to build elements on top of the existing Aperitivo and Primo inclusive elements to individualise your order and subject to extra product, box and courier charges. All confirmed additional elements must be agreed in writing on contracting and subject to availability without guarantees.

How do we choose our entertainment?

We have created a virtual entertainment directory for you to choose your favourite acts with either 1 or 2 acts as part of your package. If you choose more than 2 acts with your chosen package, extra streaming/production set up will be required for seamless delivery and additional charges will apply. If you would like us to source alternative acts we will happily oversee this for you.

NB additional costs may apply.

If we want to do a virtual awards recognition evening, is this something you can oversee for us?

Our live events experience will allow us to oversee this for you – we'd work with you on the finer detail: Your awards structure, music stings, audio visual equipment etc and choreograph this for you.

NB management, crew fees & audio-visual fees will apply.

Can we add our branding?

Branding opportunities may exist within the package so please let us know your vision. High resolution logos (EPS, Vector or PDF) will be required and additional charges may apply. All branding requirements must be made in writing at least 2 weeks before your event.

When will I receive my box?

Each box will be sent to your homes 3 days before your event so a complete spreadsheet (name/full address/contact number) will be required at least 3 weeks before your event (GDPR compliant and only used for delivery purposes). Each box will contain a full set of printed instructions so please read and refrigerate all ingredients as soon as possible and take note of party timings.

What happens if my box does not arrive?

We must be notified in writing by 9am two days before the event and we will follow up with DPD, our chosen courier, and then take appropriate action so you are not left empty handed.

What is the minimum number of boxes?

Our minimum box delivery is 20 boxes.

How do we pay for it?

On written confirmation an invoice will be sent and due for payment immediately within 1-7 days. No boxes will be sent until full payment is received. Credit cards charges (1.9% will be applied to all corporate cards). Payment can be made via Bacs, Chaps, Mastercard & Visa Corporate Cards only, Cheques are not accepted.

Do you deliver abroad as we have offices around the world?

We are happy to send our boxes to other European destinations by our chosen method with additional courier charges applied but we do not deliver beyond the EU.

Only our vegetarian/vegan packages will be sent abroad due to food laws and sent 2-3 days before your event and refrigerated on receipt.

We have offices in the Americas, Asia and Africa continents; how can we involve these employees?

We recommend that you source/deliver similar boxes locally and we will send all log in details to you to pass on to colleagues for any speeches, entertainment ensuring full company integration on the day/night. Each country will choose their favoured virtual party time according to their time zone and communicate to us at least 2 weeks in advance.