

NEW YEAR'S EVE

FAQ's

Q: WHAT IS THE CANCELLATION POLICY?

A: All packages are pre-paid and non-refundable if cancelled.

Q: CAN I CHECK INTO MY ROOM EARLY?

A: Check-in time is at 4pm. There is no guarantee your room will be ready earlier but we will do our best to accommodate.

Q: HOW DO I RESERVE A PACKAGE?

A: Visit our website at www.sheratonsyracuse.com under the "OFFERS" tab for package information and a link to make your reservation online. If you have additional questions please email greatdeals@sheratonsyracuse.com.

Q: IS THERE VIP OR UPGRADED ROOMS AVAILABLE?

A: Yes. For an additional charge we offer limited quantities of guest room suites. These are available online after 11/10/17.

Q: IS THERE AN AGE REQUIREMENT TO ATTEND?

A: Yes. All guests must be 21 years of age or older.

Q: WHAT IS THE DRESS CODE?

A: Citrus/Glow Party is semi-formal wear. Regency/Neon Extravaganza is formal wear. Wear your brightest colors to match the inspired theme.

Q: CAN I MOVE FROM PARTY TO PARTY?

A: The party you register for is where you will have dinner. After dinner, you can enjoy either party.

Q: CAN I JUST ATTEND THE PARTY?

A: We are not selling packages without overnight accommodations.

Q: WHAT DOES THE OPEN BAR INCLUDE?

A: Beer, Wine, Soda, Water and Premium Liquor from 7:30PM – 1:30AM.

Q: HOW DO I ADDRESS FOOD ALLERGIES & DIETARY NEEDS FOR THE DINNER?

A: Please email greatdeals@sheratonsyracuse.com with your confirmation #, allergy/dietary need and we will be sure accommodate accordingly.

Q: CAN I SIT WITH ANOTHER GROUP/COUPLE?

A: We will do our best to make guest rooms and dinner parties available to your ADVANCE request. To make a request please include it in the "special request" part of your reservation or email greatdeals@sheratonsyracuse.com.

Q: WHAT IS THE DIFFERENCE BETWEEN EACH PACKAGE?

A: Citrus/Glow Party- Glow-in-the-Dark inspired, Menu varies from the other party.
Regency/Neon Extravaganza – Neon inspired, Menu varies from the other party. DJ and Timeline Band ('60-'90's Rock). Please see the menu choices for each party at www.sheratonsyracuse.com under the "OFFERS" tab.

Q: IS THERE A PRICE DIFFERENCE FOR 1 PERSON?

A: No. Prices are for up to 2 people whether or not you attend with a second person.