



*The time is nearly upon us,
Only one or two more sleeps to go!
The distant bells of Tapnell call
There's fresh hoof prints in the snow...*

*We can't wait to see you
It's going to be a blast!
Your journey in search Santa's lost gift
Is here! Hooray! At Last!*

PLEASE READ before you set out on your Big Adventure - there are a few **VERY IMPORTANT** things to remember:

- 1) We advise arriving **at the farm park** at least 20 minutes ahead of your time slot to allow for queuing at admissions, and distractions along the way.
- 2) You will need to show your confirmation email as proof of purchase. This may be hiding in your junk mail folder. The confirmation email also contains a link to the letter from Santa inviting your children to help him.
- 3) Please check into The Christmas Experience with our Head Elf **10 MINUTES BEFORE YOUR SESSION STARTS** – The head elf is in the Event barn (just beyond the adventure barn with the zip wires) Please do not arrive any earlier than 10 mins to that area to avoid overcrowding. There are no toilets within the experience so please make sure you go before you arrive.
- 4) **Unfortunately – If you are late for your session, or miss it, we are not able to let you though at another time** due to the nature of the event set up, COVID-19 restrictions and the

information Santa needs to interact with your child. If you are unable to attend due to illness, please call our reception team in advance so we can let Santa know.

- 5) The farm park is open in two sessions a day from 9.30 – 12.30 & 1.30 – 4.30pm. If your booking for the Christmas Experience falls in either of these times you are welcome to come into the farm park from 9.30am or 1.30am.

If your experience falls between 11:50am – 12:20pm or 15:50 – 17:20 you will exit the Christmas experience into the car park and will not go back through the farm park as the farm park will be closed.

LAST admission to the Farm Park for the Christmas experience is 5pm. Someone will be manning the main entrance until 5pm to let the last few families in if coming after work.

We advise planning ahead to make room for any last-minute issues (such as traffic, toilet stops, hungry little ones etc) As we wouldn't want you to miss out on the fun.

- 6) Anyone entering the Christmas experience must have a pre-booked ticket including Under 2's (whether or not they are receiving a gift from Santa) any issues please call 01983 758722 or email hello@tapnellfarm.com asap.
- 7) We are not taking any bookings on the day of the event, and due to guidelines on the rule of 6 we cannot add any extra people to your bookings.
- 8) If you do not have a ticket, you will not be able to come in. Unfortunately, we are not taking bookings on the day, due to the setup of the event.
- 9) The experience is a approx..35 - 40 mins from start to finish and will be in a barn so please wrap up warm. It is undercover and the rain won't stop the event.
- 10) Adults do not receive gifts, sorry! You have the gift of giving to get you through this time of year.
- 11) If someone in your group has a disability that you think we should be aware of please let us know asap before the day of the event so we can add a note to the booking. As sessions are now only small groups of friends/family up to 6 we are hoping they will be suitable for children with Autism – however, if there is anything, we need to be aware of please let us know.
- 12) We have tried to make sure that the pathways are accessible for all, however, there is a light sprinkling of wood chip on the ground in places so please bear this in mind. There are also some uneven surfaces to walk on. Wheelchairs will be fine getting through but will need additional assistance.
- 13) We only allow cameras out in Santa's grotto at the end of the experience. We politely ask that you do not photograph or film the rest of the experience to not ruin the surprise for others. There will be professional photos online over Christmas that you are welcome to share.
- 14) This year the children will receive 'Cringles' from Santa and they can then exchange them for a gift of their choice from the Gifts elf at the end of the experience. The price of your ticket

covers the 40 min experience with actors as well as the token gift from Santa at the end. The ticket does not include gingerbread decorating which is an additional cost paid locally within the Farm Park. Cringles are only redeemable in the experience and not in the Farm Ship.

- 15) Unfortunately, buggies are not able to come through the experience and we advise leaving these in the car. Small carriers are welcome. There will be an area by the old roller rink where you could leave a buggy, however this is unmanned and will be at your own risk.

We are really looking forward to seeing you all soon!

For a reminder of our full T&C's: <https://tapnellfarm.com/assets/docs/Tapnell-Farm-Christmas-Experience-TCs.pdf>