



BOOKING TERMS & CONDITIONS

We aim to make the Island's most magical Christmas experience at Tapnell as safe, entertaining, fun and as memorable as possible. Please ensure you have read through and understood our Ts&C's before purchasing tickets/arriving to the experience.

- The Tapnell Christmas experience will last approximately 45 minutes. Customers must arrive at the check in desk next to the experience at least 10 minutes before their allocated time slot (located in the Event Barn). Please allow ample time to access the park (if attending the experience when the park is open). Due to the high demand for tickets, it will not be possible to add your group to another slot time should you run late or miss your slot. This would cause disruption to other people's experience and cause delays. Late or missed timed slots will not be refunded and you will need to re-book if there is space to do so.
- If attending a day session when the Farm Park is open (excluding Thursday and Friday evenings when the park is shut). We recommend arriving at Tapnell Farm at least 20 minutes before your Christmas Experience session is due to start, to allow plenty of time to gain admission, hurry the children through the farm park without getting distracted and locate the Christmas experience in our Event Barn.
- When the farm park is open during normal hours, the Tapnell Christmas Experience can only be booked as part of a visit to the Farm Park, and admission must be purchased to enter the park. Winter Season Pass Holders will only pay for the Christmas experience and not farm park entry. For sessions when the Farm Park is closed, i.e evening sessions, a separate ticket is available which does not include Farm Park admission.
- If purchasing a Season Pass Holder Christmas ticket, you must hold a valid winter season pass (The Passes are available to use from 9th Nov 2023 -22nd March 2024 and are sold online in advance of these dates) Please make sure you are aware of our winter opening days and times. For season pass entry to the Tapnell Christmas Experience to be valid, Winter Season passes MUST be brought with you on the day, otherwise you will need to pay entry to the farm park, it is not Tapnell Farms responsibility to prove that you have a Season Pass. You can purchase a WSP any time ahead of your arrival on our website.
- Season Pass Holder Christmas Experience tickets are not available in conjunction with Summer Season Passes.
- If you purchase a ticket for the Tapnell Christmas Experience without Farm Park admission when the Farm Park is open, you will be required to purchase your Farm Park admission at the main desk to access the Christmas Experience.
- Due to the way in which the experience is run, only those booked on the experience will be allowed to take part. If you arrive with additional guests, they will not be able to join you. We have expanded the group size to 8 people this year and the space inside the experience is tailored to this group size. Groups larger than 8 people will not be able to experience Christmas at Tapnell together at the same time.

- Entry for the evening sessions will be signposted from the Tapnell Farm Park car park. Please note that the Farm Park will be closed for these sessions – There will however be toilet access and a small catering offering.
- Combined farm park entry and Christmas experience allows access to the Farm Park all day. Those booked on the last hour of the Christmas experience, before the farm park closes, will not gain access back into the farm park and will be redirected via a different exit to the main car park.
- Due to the interactive element of the event, the Tapnell Christmas Experience is best suited for children aged 2+. Children under this age wishing to meet Santa and receive a gift, should book a ticket as normal.
- Children under the age of 2 who do not want to receive a gift, still need to be booked into your time slot.
- Regretfully, due to health and safety we cannot allow buggies or prams through experience. Handheld Baby carriers are fine. There will be a buggy park next to the entrance to the experience if you are happy to leave your items here.
- Children must always be accompanied by an adult within the Farm Park and the Christmas experience.
- Each child will receive a NEW collectable high quality plush toy from Santa. These toys are suitable from birth (excluding the swing tag) These cannot be exchanged in the toy shop and hold no monetary value.
- Whilst we do our absolute best to run to time it is possible that there could be a small delay in getting you through the experience at your allocated time due to the popularity of this event. You will be advised should this be the case when you check in. Tapnell Farm reserve the right to make any necessary changes at short notice.
- Bookings are made for set date and time slot and are strictly non-refundable. Please see our refund policy.

REFUNDS

- Bookings are strictly non-refundable, however, with no later than 48 hours' notice (and subject to availability) we may be able to move your booking to a different time slot or day. Please contact us in good time to avoid disappointment. Please note there is a £5 admin fee for changes made to a booking.

- Each session will begin at the advertised time, and latecomers will not be able to gain admission. Tickets are non-transferable, therefore if you miss your time slot, we will be unable to offer you another slot.
- If you are unable to attend for medical or serious reasons, please contact our reception team at the earliest opportunity as we may be able to move your booking to a time more suitable, but we cannot guarantee anything due to the high demand in tickets.
- Secondary selling of Christmas at Tapnell Experience tickets via Facebook or any other means is strictly prohibited. There is vital booking information that Santa needs, and we cannot make last-minute changes on the day to accommodate changes in guest information.

ACCESSIBILITY

- Our Tapnell Christmas experience will be in our end Event Barn. Most of the Farm Park is very accessible by wheelchair, however, within the experience, there will be a wood chip floor. Where there are steps, there will be alternative routes for wheelchair access. Doors and pathways will be wide enough for wheelchair access; however, we would recommend that you bring someone to assist you if needed. There will be twinkling lights, moving images, immersive theatre and Christmas music.
- Occasionally there will be seats for you to rest on if needed.
- The experience will be undercover and sheltered, but will not be heated so we recommend you wrap up warm (except for Santa's house itself which will be lovely and toasty at the end)