



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 T&C's before purchasing tickets or 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 in tickets, it will not be possible to add your group to another slot time should you run late or miss your slot. Late or missed timed slots will not be refunded and you will need to re-book.
- If attending a day session when the Farm Park is open (excluding Thursdays 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, 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 (Passes available to use from 3rd Nov 2022 -24th March 2023 are sold online in advance of these dates) Please be aware in advance of our winter opening days and times. For season pass entry to the Tapnell Christmas Experience to be valid, passes MUST be brought with you on the day, otherwise you will need to pay entry to the farm park. You can purchase a WSP any time ahead of your arrival.
- Season Pass Holder Christmas Experience tickets **are not** available in conjunction with Summer Season Passes. Holding a current Winter Season pass will allow you book your experience ahead of general sale and at a discounted rate without the need to purchase farm park entry.

- 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 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 Thursday and Friday 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.
- Infants who are not meeting Santa, and do not want to receive a gift, may accompany parents without booking – however proof of age may be required.
- 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 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 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.

Please note: If government restrictions are reinforced and we are unable to operate our Christmas Experience, tickets will be fully refunded.

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)

ADDITIONAL NEEDS SESSIONS

Due to the change in event format and limited group sizes this year we will not be holding any additional Autism friendly sessions, as each session is now suitable for families with special needs. Group sizes remain small and manageable. Please feel free to contact us ahead of your session if your group does have special needs that we should be aware of – 01983 758722 or events@tapnellfarm.com

OTHER ACTIVITIES AT TAPNELL FARM PARK THIS CHRISTMAS

- Gingerbread Decorating *

****Activities paid locally at Tapnell Farm Park based on a first- come- first- serve basis.***