



## FREQUENTLY ASKED QUESTIONS

### **How have you made the Christmas Experience COVID safe this year?**

We have reduced group sizes that travel through the experience to follow the government guidelines on the Rule of 6 (Please see below for how this works) this group size is much smaller than last year, so there will be lots more room for customers in the experience.

Any adults and children over the age of 11 will always need to wear a face mask during the experience and social distancing will always be adhered to.

There will be no physical contact with our performers (Including Santa) but the experience will be a lot more intimate due to only being in very small groups.

There will be hand sanitiser on the way in and out of the experience.

Customers and Staff will not be allowed through the experience if they have symptoms of Covid19

We have track and trace details of all customers.

### **Minimum of 3 in a group & Rule of 6 group sizes and how to book:**

Due to Covid19 restrictions, group sizes will be much smaller and more intimate this year. They will be sold in blocks of **6** to meet current government guidelines (<https://bit.ly/2GpU6qY>), with a minimum requirement of 3 adults/children per session.

This means we can only take one booking per session time only. This booking can be made up of the following (subject to government guidelines on the rule of 6):

- A family household group of up to 6 (If your household is larger than 6, book the children on first, fill the 6 spaces and contact [hello@tapnelfarm.com](mailto:hello@tapnelfarm.com) to add extra household members to the booking)
- Two families that know each other, rule of 6 applies. Please all book under the same booking. Please note that if the government guidelines on the rule of 6 changes and you are no longer able to mix families, we will refund one of the families (or try move you to another session time/date) You must all arrive together under the one booking.

For up to date info on the current government guidelines please follow this link:  
(<https://bit.ly/2GpU6qY>).

### **Do we need to pay to come into the Farm Park or is the Tapnell Farm Christmas Experience separate?**

The Christmas Experience is within the Farm Park walls, this means that you need to pay to come into the farm park. If you are a Winter Season Pass holder your entry to the farm park will be free (as a benefit of being a season pass holder) however you will still need to buy a Ticket to come to the experience.

Purchasing admission online in advance saves you money and you can purchase a combined Christmas Experience and Farm Park Admission ticket (***With a combined ticket you do not need to book your Farm Park morning or Afternoon session online, you can just turn up within the morning or afternoon opening times that correspond with your Christmas Experience time***)

Having the Christmas Experience within the Farm Park means that not only can you enjoy the 40minute experience, you can spend the rest of the time having lots of fun in the park itself! (either between 9.30am and 12.30pm or 1.30pm – 4.30pm) Anyone who has a session booked outside these opening times will be allowed to wait inside the farm park.

If you are a Winter Season Pass Holder, please remember to bring this with you. If you do not show your pass, you will need to pay entry to the farm park.

***Please remember this year we have two Farm Park opening times/sessions per day, please make sure you book your admission to correspond with your Christmas Experience time (and vice versa)***

#### **Is the experience weather proof, will it be rained off?**

The Christmas Experience is 100% weatherproof – The event is entirely undercover and sheltered from rain and wind. The experience is still in an open-air barn, so you will need to make sure you wrap up warm and wear sensible shoes.

#### **What age is the experience suitable for?**

The experience has been designed for children of 2+. Babies will enjoy the lights and sounds and characters but will not be able to join in with most of the activities. If you wish your child (whatever their age) to meet Santa and to receive a gift, you must make sure they have a ticket – When purchasing a child or under 2's ticket you will be asked at the checkout for their Name, Age and something nice they have done this year – This way, Santa will be able to surprise them when meeting them, as he will know all about them. If their name is not on Santa's list, this means you have not purchased a ticket for them.

#### **Do I need to pay for my baby?**

Under 2's have free entry to the Farm Park. If you do not wish your baby to meet Santa in the Christmas Experience and to not receive a gift, you do not need to purchase a ticket but you can still carry them through with you. If you do wish them to be called up to meet Santa, please make sure you have purchased a ticket online and filled in their details. ***Babies will be included within the Rule of 6 count.***

#### **What do adults get from the Christmas Experience?**

Well, apart from watching your little one's faces light up with pure joy and wonderment (hehe!) Adults get to join in the activities! However, adults do not receive a gift from Santa (hence why the adult ticket is cheaper than the child's)

#### **How long is the Experience?**

The experience from start to finish is approximately 40 minutes. Please make sure you arrive 10 minutes before your session time, at the start of the Experience, the 'Departure Lounge'.

Please aim to arrive at Tapnell Farm Park 20 minutes before your Christmas Experience session is due to start, to allow plenty of time to gain admission, and locate the Christmas 'Departure Lounge' in our Event Barn.

**If I'm late will I be able to go through with the next group?:**

No, due to government guidelines around the rule of 6 we will not be allowing groups to join up. If you miss your session unfortunately you will not be able to go to the Christmas experience unless you re-book onto an available session on another day.

**I don't own a Winter Season Pass yet, can I still purchase the 'WSP Holder Christmas Experience' ticket now?**

Yes you can, the Winter Season Passes are available to purchase now, so as long as on the day you have booked for you have a valid winter season pass in your hand, your 'WSP Holder Christmas Experience' ticket will be fine.

**Can we bring buggies?**

Unfortunately, you are not able to bring your buggy or pram due to the space available in the experience and the nature of the magical journey you will be going on, however we are able to accommodate wheelchairs, but they will need someone assisting them. Handheld/backpack baby carriers and slings are fine. There will be points along the journey when you will be able to sit for a little bit if needs be.

There will be an allocated area to leave prams and buggies near the experience should you wish to.

**I have questions about the Additional needs:**

Please contact [hello@tapnellfarm.com](mailto:hello@tapnellfarm.com) or call the office on 01983 758722

**I have questions about accessibility**

Our 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. There will be no steps. Doorways 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 in a heated room so we recommend you wrap up warm (except for Santa's house itself which will be lovely and toasty at the end)

Please contact [hello@tapnellfarm.com](mailto:hello@tapnellfarm.com) or call the office on 01983 758722 if you need any further assistance

**Can I change my dates after I've booked /Are tickets refundable?**

Unfortunately, no. Bookings are non-refundable, however with 48 hours' notice (subject to availability) we may be able to move your booking to a different session. Please contact us in good time to avoid disappointment. *Please note there will be a £5 booking admin fee for any changes made.*

***COVID19 REFUNDS – BOOK WITH CONFIDENCE: If government guidelines change and we are unable to operate our Christmas Experience, tickets will be fully refunded.***