



## BOOKING T&Cs

### Terms & Conditions:

We aim to make The Tapnell Christmas experience as safe, fun as magical as possible. Not all our performance team will be able to wear face masks but will abide by the 2m distance rule whilst interacting with each family group. We ask all customers to sanitiser their hands before starting the experience.

- Due to the latest government guidelines all adults or children over the age of 11 must wear a face mask into the Christmas experience, unless of course you are exempt.
- 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>). The group size is also minimum of 3 people per session.

One booking per session 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@tapnellfarm.com](mailto:hello@tapnellfarm.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>).

- The Tapnell Christmas experience will last approximately 40 minutes
- 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.
- The Tapnell Christmas Experience is designed for children from the age of 2+. Children under the age of 2 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. Please follow the Rule of 6 (which includes infants)
- Regretfully, due to health and safety we cannot allow buggy's or prams in the experience. Hand held 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.

- You must hold a new winter season pass (Valid 7<sup>th</sup> September 2020 - 28th Feb 2021, sold online) 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.
- Children must be accompanied by an adult at all times
- Each child will receive a wrapped, age-appropriate gift which will be chosen by each child from a selection of gifts at the end of the experience. (don't worry, Santa will still be there).
- Bookings are made for set date and time slots.
- Due to government guidelines on group sizes, 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.
- Customers must arrive at the 'Departure Lounge' (within the farm park) at least 10 minutes before their allocated time slot (Take off!) and allow ample time to access the park. Due to the high demand in tickets and our strict COVID19 measures, it will not be possible to add your group in to another slot time should you run late or miss you slot. Late or missed timed slots will not be refunded.
- 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 Gate' in our Event Barn.
- 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 additional fees may be incurred depending on session dates.*

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

- Each session will begin at the advertised time, and latecomers will not be able to gain admission. Tickets are non-transferrable, therefore if you miss your session, we will be unable to offer you a slot on another.

#### **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. 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 tasty 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](mailto:events@tapnellfarm.com)

## **OTHER ACTIVITIES AT TAPNELL FARM PARK THIS CHRISTMAS**

- Indoor Roller Skating. This is an additional activity this Christmas will be run on session times on a first come first serve basis. This activity is subject to change and availability and is not included in your Tapnell Christmas Ticket. \*
- Gingerbread Decorating\*

\*Activities paid locally at Tapnell Farm Park based on a first come