



IMPORTANT INFORMATION

Before you set out on your Big Adventure there are a few VERY IMPORTANT things to remember (**PLEASE READ BEFORE YOUR VISIT!**)

- 1) We advise arriving at the Farm Park at least 20 minutes before your Christmas at Tapnell experience time session is due to start to allow for traffic and any other delays.
If you are late for your session, or miss it, we will do our best to re-book you, subject to availability. If you are unable to attend due to illness, please call our reception team on 01983 758722 in advance so we can let Santa know (please see refund policy.)
- 2) You will need to show your booking confirmation email as proof of purchase when you arrive (Winter Season Pass holders will also have to show their valid Passes). If you have not received an email, please check your junk/spam folder. The confirmation email also contains a link with a message from Father Time!
Be sure to share this with your child prior to the big day and start the magic from home! This gives them the reason for their adventure.
- 3) Please check our website for all up-to-date opening times, FAQ's and keep an eye on our social media pages for any updates.
- 4) Anyone entering the Christmas at Tapnell experience must have a pre-booked ticket, excluding under 2's (unless they are receiving a gift). Any issues please call 01983 758722 or email hello@tapnellfarm.com asap.
- 5) Anyone without a valid ticket will not be able to attend this event. It is possible to buy an open ticket on the door this year, subject to availability.
- 6) The experience is approx. 40 mins from start to finish and will be in a barn so please wrap up warm. It is undercover, so the rain won't stop the adventure!
- 7) Adults do not receive gifts, sorry! You have the gift of giving to get you through this time of year.
- 8) 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. We will try our best to accommodate if possible.
- 9) Please be aware that certain parts of the experience will be enclosed and there is a simulation of movement in one area. Should you suffer from Claustrophobia, Motion Sickness, or sensitivity to bright lights, please bear this in mind as this may not be suitable. We have tried to make sure that the pathways are accessible for all. Non-motorised wheelchairs will be fine getting through but will need additional assistance.



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- 10) Cameras are only allowed in Santa's House, at the end of the experience. We politely ask that you do not photograph or film the rest of the experience so to not ruin the surprise for others, should it end up on social media. Please only take photos of your own family/child in any open group. There will be professional photos online over Christmas that you are welcome to share.
- 11) This year each paying child will have a choice of quality plush toy from the Elf Emporium.
- 12) 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 experience where you could leave a buggy, however, this is unmanned and will be at your own risk.
- 13) If you are arriving during the evening, remember you have access to our adventure straw barn beforehand. Hot drinks, snacks and toilet facilities available.

If you can no longer make your booking, please let us know ASAP by calling 01983 758722 between 9am and 5pm or emailing hello@tapnellfarm.com.

We are really looking forward to seeing you all soon and cannot wait to share this magical adventure with you all!