



## TERMS & CONDITIONS

We aim to make our Christmas at Tapnell experience as safe, entertaining, fun and memorable as possible. Please ensure you have read through and understood our T&C's before purchasing tickets/arriving to the Farm Park & experience.

### THE EXPERIENCE

Your Christmas adventure will last approximately 40 minutes. You must arrive at the check-in desk next to the experience at least 20 minutes before your allocated time session (located in the Event Barn). Please allow ample time to access the Farm Park (if attending the experience when the Farm Park is open). Late or missed timed sessions will not be refunded. You will be able to re-book if there is space to do so.

Due to the way in which our experience is run, only those booked on the experience will be allowed to take part. If you arrive with additional un-booked guests, they will be unable to join you unless an **open** session has availability on the day.

If you have booked two sessions one after the other, these two groups will not be able to be combined to make one large group. We have expanded the total group size to 10 people this year and the space inside the experience is tailored to this group size (babies and under 2's do not count towards total group size).

Due to the interactive elements of this event, Christmas at Tapnell is best suited for children aged 2+. Younger children may struggle with certain elements of the storyline and tasks. Children 2 or under wishing to meet Santa and receive a gift, should book an under 2 ticket, with a gift. Please remember babies and under 2's are not counted in your total group size.

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.

### OPEN AND PERSONAL GROUPS

**OPEN** Group tickets/sessions will remain on general sale to everyone until they are full (max 10 guests per session). Tapnell Farm, staff and performers will not be held responsible for the dynamic make-up of each Open Group but will however remove any group or person if they are ruining the experience for others. A refund will not be offered.

All OPEN Group sessions will meet Santa together. Santa will address each child by name only when sitting the group down (subject to pre-filled information from the parent). There will be an opportunity for an individual family photo in Santa's House, subject to time. You will be allowed to take your own photo or purchase a professional one after your experience. You should only take a photo of your family/child when in an Open Group.



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If you have booked a PERSONAL experience your session will be closed off from general sale.

If you have booked a PERSONAL group experience, please ensure you have filled out your relevant child's information. Once you have purchased a Personal Group session you may find you want to upgrade to the next group size of up to 1. If this is the case, we ask you to phone our reception team to amend your booking.

### COMPLIMENTARY ACCESS & ENTRY

When purchasing any Christmas experience ticket you will automatically receive complimentary access to the Farm Park for the whole day. If your experience is booked during any mid-week evening session, before the 13<sup>th</sup> December, you will be given the chance to return on a different day during the same month (valid until Dec 23<sup>rd</sup>) to use your complimentary visit for the Farm Park.

All complimentary visits to the Farm Park must be used on the day of your experience (with the exception of midweek days up until 13<sup>th</sup> Dec, where you will have until the 23<sup>rd</sup> Dec to use your complimentary visit).

All tickets allow access to the Farm Park during opening hours. Those booked onto sessions 45 minutes prior to closing will not gain access back into the Farm Park, as this will be closed when you leave the experience. You will be directed via our link exit next to the Christmas experience and main car park.

The Farm Park will shut daily from 4.30pm (except Thursdays at 4pm until the 12<sup>th</sup> Dec).

For entry to the evening sessions, you will be signposted from the Tapnell Farm Park car park via a different entry point next to our Events Barn. Please note that the Farm Park will be closed for these sessions however our main adventure straw barn will be open, along with hot drinks, snacks and toilet facilities. Don't forget if the Farm Park has been closed on the day of your evening experience, you can return on another day up to the 23<sup>rd</sup> Dec to use your complimentary visit.

Standard Farm Park opening times apply, please see our website for details.

### SEASON PASSES

If purchasing a Winter Season Pass (WSP) you will gain access to discounted experience tickets, as well as early bird dates! If you opt for an OPEN Group ticket, each person receiving a discount will require a valid season pass. If on the day of your visit you do not have a valid season pass, you will be asked to pay the difference for a standard ticket. You can purchase a WSP any time ahead of your visit via our website.

If you are a WSP holder opting for a PERSONAL Group experience, your discount applies to the whole group. At least two people in the party must have a valid season pass. Non pass holders in this group will have access to the Farm Park on the day of their experience or another date if you've booked an evening session (valid until the 23<sup>rd</sup> Dec).

**Please note:** 2024 Summer Season passes cannot be used to purchase discounted Christmas Experience tickets, these passes are only valid until the 3<sup>rd</sup> Nov 2024. Only a valid 2024 Winter Season pass will gain Farm Park access and relevant discounts.

Winter Season passes are valid from 7<sup>th</sup> November 2024 until Friday 21<sup>st</sup> March 2025.



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### OTHER

We strongly advise that you leave buggies or prams outside the entrance to our Christmas at Tapnell experience. Handheld Baby carriers are fine. There will be an unmanned buggy park next to the entrance to the experience, if you are happy to leave your items here at your own risk.

Children under 16 yrs must always be accompanied by a responsible adult within the Farm Park and Christmas at Tapnell experience.

SEN sessions are available at the start of each day. These sessions should only be booked by families or groups that would like reduced noise, interaction and a calmer performance. Our team and performers will do their best to accommodate.

Each paying child will have the choice of one high-quality soft toy or gift. Some toys will not be suitable from birth. Toys cannot be exchanged in the toy shop and hold no monetary value. The selection of toys available may vary from day to day but will all be at the same recommended retail price.

Whilst we work tirelessly to cast the best team, it is always challenging to ensure that Santa meets the expectations of so many children and adults! Every family will have their own traditions and stories, and we do our best to try and capture Santa as many would hope to see him being portrayed. It is possible that on occasion something like a name, fact, or story could differ from what Santa thought...

### REFUNDS

Bookings are made for set date and time sessions and are non-refundable. Please see our refund policy.

Bookings are strictly non-refundable, however, with no later than 72 hours' notice (and subject to availability) we may be able to move your booking to a different time session 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 session, we will do our best to rebook you subject to availability.

If you have any concerns or questions regarding our Christmas at Tapnell experience that we have not answered, please contact reception on 01983 758 722.

Enjoy your adventure!