



FREQUENTLY ASKED QUESTIONS

How have you taken safety into consideration during the pandemic?

Some areas are more enclosed to others, and we would fully support the use of face mask in this area if customers feel more comfortable doing so. It is down to the customers discretion.

We have reduced group sizes that travel through the experience

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 small groups.

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 when booking.

We aim to make The Tapnell Christmas experience as safe, fun as magical as possible, and we ask all customers to sanitise their hands before starting the experience.

If government restrictions are reinforced, please see our website for up-to-date info on how we will manage this event. We have kept in place a lot of features from last year that mean this is still a Covid19 safe event.

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 your session is on a day when the Farm Park is open. We also have sessions when the park isn't open (Thursday's term time and some evenings) when the park is closed, you only need to purchase an event ticket.

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.

If you are not a WSP holder 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)***

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)
AM: 9.30am -12.30pm CLOSED: 12.30pm - 1.30pm PM: 1.30pm - 4.30pm

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. Our collectable plush toy from Santa is suitable from birth (excluding it's swing tag with poem on – which can be cut off)

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 45 minutes. Please make sure you arrive 10 minutes before your session time, at the start of the Experience, in the Event Barn.

If coming to a day time session when the park is open 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 experience in our Event Barn.

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

No, due to the set up and operation of this event we will not be join another group. 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. Tickets are non- refundable.

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

Yes you can, 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. You can purchase a WSP any time prior to the date of the event.

Can we bring buggies?

Unfortunately, you are not able to bring your buggy or pram into the Christmas experience 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 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. Whilst we try to make the experience as accessible as possible to all, there will be a scene where there is an optional slide to climb up and slide down – This is not accessible, however there is a route around the slide which the grownups will take which is.

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 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.*

What if I have Covid and can not attend, will I get a refund?

If you or anyone who lives with you has Covid symptoms we would advise you not to attend and to do a Lateral Flow/PCR test. Once you have done this test and registered it officially, we will need to see an official text/email from the NHS with your name and date on before issuing a refund. If you do not attend and your test is negative, we can not refund, however we will work with you to move your booking to another date, or credit you for a future Christmas event, subject to availability.

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