



The time is nearly upon us,  
Only one or two more sleeps to go!  
The distant bells of Tapnell call  
There's fresh paw prints in the snow...

We can't wait to see you  
It's going to be a blast!  
Your journey to help Smudge the Elf  
Is here! Hooray! At Last!

**PLEASE READ Before you set out on your Big Adventure** - there are a few **VERY IMPORTANT** things to remember

- 1) 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.
- 2) If coming to the Christmas experience when the Farm Park is closed (on a Thursday term time, or in the evening) you will be signposted from the Car Park to the Events Barn. **Please arrive in enough time to find your way.**
- 3) **You will need to show your confirmation email as proof of purchase.** This may be hiding in your junk mail folder. The confirmation email also contains a link to the letter from Smudge the elf inviting your children to help him, **you can print this off and customise the name and you can even then post this to your child.**

- 4) Please check into The Christmas Experience with our Head Elf **10 MINUTES BEFORE YOUR SESSION STARTS** – The head elf is in the Event barn (just beyond the adventure barn with the zip wires) Please do not arrive any earlier than 10 mins to that area to avoid overcrowding. There are no toilets within the experience so please make sure you go before your time slot starts.
- 5) **Unfortunately – If you are late for your session, or miss it, we are not able to let you though at another time** due to the nature of the event set up, COVID-19 restrictions and the information Santa needs to interact with your child. If you are unable to attend due to illness, please call our reception team in advance so we can let Santa know. Tickets are non-refundable and you will need to book a new session.
- 6) The farm park is open in two sessions a day AM & PM.  
If your booking for the Christmas Experience falls means that the farm park will be closed after your time slot, you will be re-directed out into the main carpark and not back into the farm park.  
  
If your time slot starts when the farm park is closed you can access the experience from the main farm park car park where you will be signposted to the event barn.  
**We advise planning ahead to make room for any last-minute issues (such as traffic, toilet stops, hungry little ones etc) As we wouldn't want you to miss out on the fun.**
- 7) Anyone entering the Christmas experience **must have a pre-booked ticket** (including Under 2's if they are receiving a gift from santa) any issues please call 01983 758722 or email [hello@tapnellfarm.com](mailto:hello@tapnellfarm.com) asap.
- 8) **Please do not offer your booking to anyone else without notifying us before 48 hours of your booking.** There is vital booking info that Santa needs and we cannot make last minute changes on the day.
- 9) **We are not taking any bookings on the day of the event**, and due to the setup of the experience we cannot add any extra people to your bookings, unless you contact us at least 48 hours prior to your booking.
- 10) **If you do not have a ticket, you will not be able to come in.** Unfortunately, we are not taking bookings on the day, due to the setup of the event.
- 11) The experience is a approx. 45mins from start to finish and will be in a barn so **please wrap up warm.** It is undercover and the rain won't stop the event.
- 12) Adults do not receive gifts, sorry! You have the gift of giving to get you through this time of year.
- 13) **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. As sessions are now only small groups of friends/family we are hoping they will be suitable for children with Autism – however, if there is anything, we need to be aware of please let us know at least 48 hours before your booking by emailing [events@tapnellfarm.com](mailto:events@tapnellfarm.com)

- 14) We have tried to make sure that the pathways are accessible for all, however, there is a light sprinkling of wood chip on the ground in places so please bear this in mind. There are also some uneven surfaces to walk on. Wheelchairs will be fine getting through but will need additional assistance. 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.
- 15) We only allow cameras out in Santa's grotto at the end of the experience. **We politely ask that you do not photograph or film the rest of the experience to not ruin the surprise for others.** There will be professional photos online over Christmas that you are welcome to share.
- 16) This year the children will receive a new bespoke collectable plush toy from Santa. The toy is suitable from birth excluding the swing tag poem (which can be cut off) **This toy holds no monetary value and cannot be exchanged in the toy shop.**
- 17) **Unfortunately, buggies/prams 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 old roller rink where you could leave a buggy, however this is unmanned and will be at your own risk.
- 18) **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

We are really looking forward to seeing you all soon!

For a reminder of our full T&C's please see [www.tapnellfarm.com/christmas](http://www.tapnellfarm.com/christmas)