



BOOKING T&Cs

Terms & Conditions:

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>).

- The Tapnell Christmas experience will last approximately 45 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.
- If Purchasing a Season Pass Holder Christmas ticket, you must hold a new winter season pass (Valid 1st Nov 2021 -25th March 2022 ,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. You can purchase a WSP any time ahead of your arrival.
- Children must be accompanied by an adult at all times
- Each child will receive a NEW collectable plush toy from Santa. These toys are suitable from birth (excluding the swing tag) These cannot be exchanged in the toy shop and hold no monetary value.
- Bookings are made for set date and time slots, and are non-refundable (See refunds)
- Due to the way the experience is run, 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. Group sizes are smaller and more intimate – this not only allows for a more personalised experience, but it also covers us should government Covid restrictions be reinforced.

- Customers must arrive at the Event Barn at least 10 minutes before their allocated time slot and allow ample time to access the park (if attending the experience when the park is open). Due to the high demand in tickets and our COVID19 measures, it will not be possible to add your group in to another slot time should you run late or miss your slot. Late or missed timed slots will not be refunded and you will need to re-book.
- If attending a day session when the farm park is open (excluding Thursdays when the park is shut and Friday evenings) 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.
- Thursday and Evening sessions will be signposted from the Tapnell Farm Park carpark. Please note that the Farm Park will be closed for these sessions – There will be toilet access, however there will be no refreshment outlets.
- Combined farm park entry and Christmas experience allows for two hours of play within the farm park plus one hour within our Christmas experience. Those booked on the last hour of the Christmas experience, before the farm park closes will not gain access back into the farm park and will be re-directed out into the main car park.

REFUNDS

- Bookings are non-refundable, however with 48 hours notice no later (and 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.*
- 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 session. (See refunds)
- 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.
- Please do not offer your booking to anyone else without notifying us before 48 hours of your experience. There is vital booking info that Santa needs and we cannot make last minute changes on the day.

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

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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.
- 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)

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

OTHER ACTIVITIES AT TAPNELL FARM PARK THIS CHRISTMAS

- Gingerbread Decorating *

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