



Christmas at Tapnell – Terms & Conditions of booking

Christmas at Tapnell is a group experience within the Winter Woodland Village, with individual family visits to Father Christmas (6 people max).

The experience consists of various themed activities and areas. All activities and areas are optional, you're welcome to spend the whole time on one activity but you'll have 30 minutes to explore and play. Please be aware that although the event takes place inside a barn, you ensure you come dressed appropriately for the weather.

Timeslots are 5 minutes apart, with the total length of the experience taking approximately 35 mins, including your time with Father Christmas. You are welcome to arrive and enjoy the Jingle Bale Play area and Hollie's Husky Hut for hot & soft drinks, mulled wine, beers, festive treats and more. Please arrive at the signposted check in area 15 minutes before your timeslot.

Christmas at Tapnell uses a separate entrance from the Farm Park and is situated within the event barn. The main entrance is only accessible via car park and will be clearly signposted.

Please allow time to walk there, use the toilet etc. We cannot guarantee participation if your arrival is after your timeslot. We will do our best to fit you in elsewhere should there be spaces available, however this is not guaranteed. Missed timeslots are non-refundable.

The experience will last approximately 35 minutes including your visit with Father Christmas. You are welcome to stay before and after your session in the Jingle Bale Play area with Hollie's Husky Hut festive drinks and snacks.

Children must be accompanied by an adult aged 18+ at all times, children must not be left unaccompanied at any time.

Each booking must include at least one full paying child.

The experience is wheelchair and buggy accessible.

Adult only experiences are not permitted unless the adult is visiting with a carer.

All full paying children will receive a gift from Father Christmas. Our under 2s ticket does not include a gift from Father Christmas. If you have selected a free under 2s ticket but would like a gift, please select the under 2s gift ticket option. Gifts from Father Christmas are non-exchangeable and we are unable to give pre-purchased gifts.

Please note there is no professional photography during this experience, please feel free to take your own photos. Please check your photos before you exit as you will not be permitted to re-enter to take another.

Please ensure you arrive on time, missed timeslots will be re-booked only subject to availability. Should this not be possible, missed timeslots are non-refundable.

Tapnell Farm reserves the right to refuse entry.

Anti-social behaviour will not be tolerated, you will be ejected from the site, refunds will not be available.

All payments are non-refundable.

Dates and Pricing

Please see the website for full dates, timeslots and prices.



Christmas at Tapnell does NOT include entry to the Farm Park. You are welcome to buy tickets for the day of your experience [Buy Farm Park Tickets online - Tapnell Farm](#). Admittance to the Farm Park will be subject to normal opening hours. The Farm Park closes to the public at 4.00pm, if your Christmas experience timeslot is after this time you will not be permitted to stay in the Farm Park, but you will have full access to the Jingle Bale Play area with Hollie's Husky Hut festive drinks and snacks.

For group bookings of 10 children or more, please contact the farm directly for pricing information and information for visits for groups with disabilities.

Booking and Confirmation

Bookings are via our online booking system only, excluding for SEN sessions. Bookings cannot be taken onsite or over the phone as per previous years, excluding for SEN sessions. Full payment required at the time of booking.

Your confirmation will be emailed to the email address you provided within 48 hours of booking. If you do not receive this, check your junk folder and/or call the team asap. Ensure you bring a printed or digital copy of your confirmation with you on the day.

Admission will be permitted on production of a valid confirmation ticket.

It is the responsibility of the ticket holder to check the date and time of your booked tickets before arrival, please ensure you arrive at check in 15 minutes before your timeslot.

Visit dates are only transferrable subject to availability. Should alternative dates not be available, refunds will not be given.

Should you need to transfer your booking date or time, we will do our best to find you another convenient slot, but this is not guaranteed. Changes to your booking require a MINIMUM of 72 hours' notice, admin fees apply.

Should you need to add a person to your booking you will need to call Tapnell Farm directly.

All tickets purchased are non-refundable.

Tapnell Farm is unable to accept liability for personal damages, losses or injuries sustained at this site, including but not limited to damage and losses to property and motor vehicles, if the cause is due to negligence of the ticket holder or the actions of another patron.

Tapnell Farm reserves the right to change the itinerary and activities on offer without prior notice and attractions may be subject to change.