



Christmas Experience Terms & Conditions

- If you are coming as a group of different families please book as one booking, we cannot link different bookings together.
- You **MUST** arrive either early or on time to your Christmas Experience booking. We cannot postpone the experience for any latecomers. Missed activities cannot be accessed due to arriving late.
- There will now be a £10 fee to move a booking time or date so please ensure you double check your booking before confirming.
- We need at least 7 days notice to amend any bookings, all changes are subject to availability and managers discretion.
- All bookings are non-refundable.
- You must buy a ticket for all persons in your party. This includes both adults and children.
- Children cannot enter without an accompanying adult.
- The first 90-120 minutes of the experience are structured and cannot be changed.
- Prams cannot be taken into some parts of the experience. We ask that you use a car seat as prams do not fit in the activity areas.
- No refunds will be given under any circumstances. This includes any changes to COVID-19 restrictions.
- Members need to book either via the phone or alternatively on facebook/instagram/ email. They can no longer book the Christmas Experience online.
- Exclusive booking is released to members only on the 24th January
- Bookings will be released to the general public on the 28th of January with our Early Bird Sale. This sale will end by the 13th Feb.
- Membership discounts cannot be used in conjunction with any other offers/ sales.
- Play equipment is not included in the Christmas Experience ticket price, however guests are welcome to use any play equipment that is operational free of charge whilst at the Christmas Experience. Please be aware some equipment will close for safety reasons if weather conditions make it unsafe for us to open.