

# **COOLINGS GREEN & PLEASANT LTD 2019 SANTA EXPERIENCE TERMS & CONDITIONS**

## **BOOKINGS**

- The price per Child ticket (£21.95 Peak, £19.95 Off Peak) includes one free adult entry. Additional adults will require an Adult ticket (£5.95 Peak, £4.95 Off Peak).
- Children are payable aged one and over. Babies under one year visiting within a family group will not be charged, but will not receive a gift from Santa. Families visiting with an under one only will be charged the full Child ticket price, please be aware Santa gifts may not be suitable for children under one.
- Please ensure when you make your booking you purchase tickets for all children and additional adults who will be joining you on your Santa Experience, we are unable to issue additional tickets on the day.
- Adults with special needs are welcome to visit, accompanied by an adult carer, and will be charged the Child ticket price, including one free adult entry for the carer. Other Adult-only bookings will not be taken.
- The Santa Experience is accessible by wheelchair, but please ensure you advise us at the time of booking if a member of your party will be using a wheelchair during the visit.
- Please note we are unable to transfer bookings unless it is an exceptional circumstance. Any transfer would be subject to an admin fee of £5, and would be subject to availability. Please ensure you are confident in being able to fulfil your booking before completing the purchase of your tickets.
- All tickets purchased are non-refundable.

## **CONFIRMATION**

- Your Booking Confirmation/Tickets will be sent via email within one week of booking. If this does not arrive, please call us (01959-534386) to ensure we have the correct details for you.
- Confirmation email addresses provided will not be passed on to any third parties.

## **ARRIVAL**

- Please aim to arrive at Coolings Green & Pleasant 10 minutes before your ticket entry time.
- We are unable to issue refunds for missed visits, and cannot guarantee availability for late arrivals.
- Your Booking Confirmation/Tickets must be presented at the Santa Experience Check-In Desk at the time of your visit. Confirmations can be shown via printed or electronic copy.

## **PRAMS/PUSHCHAIRS/BUGGIES**

- Please note that prams, pushchairs or buggies are not permitted in the Santa Experience, please leave them in the Buggy Park by the Check-In Desk for collection on exit. Personal belongings are left at your own risk. Baby seats which can be carried will be permitted.

## **THE EXPERIENCE**

- The Coolings Green & Pleasant 2019 Santa Experience lasts approximately 40 minutes.
- Children must be accompanied by an adult aged 16+ at all times, children must not be left unaccompanied at any time.

- The Child ticket price includes a gift from Santa. Santa gifts are non-exchangeable. We regret we are unable to give pre-purchased gifts.

## **PHOTOGRAPHY**

- There is no professional photography available, please ensure you bring your own camera. Please ensure you are happy with your photos before exiting the Santa Experience as there will be no re-admittance. Please note we cannot guarantee Elves will always be available to take family photos.

## **CODE OF CONDUCT**

- Do notify an Elf immediately if you are hurt or see anyone injured
- Do notify an Elf if you notice any dangerous behaviour
- Do note that abusive or anti-social behaviour will not be tolerated and will result in immediate expulsion from the site
- Do tell your child to remain with you at all times, but if they do become separated from you to find the nearest Elf
- Do follow instructions given by the Elves at all times
- Do stick to the designated pathways and do not play with or move any displays or equipment
- Do note that smoking, drinking or eating is not permitted in the Santa Experience
- Do note that dropping litter is not permitted in the Santa Experience

## **REFUNDS**

- All tickets purchased are non-refundable.
- Please note we are unable to transfer bookings unless it is an exceptional circumstance. Any transfer would be subject to an admin fee of £5, and would be subject to availability. Please ensure you are confident in being able to fulfil your booking before completing the purchase of your tickets.
- The Child ticket price includes a gift from Santa. Santa gifts are non-refundable and non-exchangeable. We regret we are unable to give pre-purchased gifts.
- Please ensure when you make your booking you purchase tickets for all children and additional adults who will be joining you on your Santa Experience, we are unable to issue additional tickets on the day.