

# YOU'RE AN ANNUAL PASSHOLDER

## TERMS & CONDITIONS

## THE IMPORTANT STUFF!

Please familiarise yourself with the terms and conditions relating to your annual pass to ensure you know how to use it and are clear on what you can and can't use it for. If you have any questions at all, please contact us on 01603 783762 or email at [info@wroxhambarns.co.uk](mailto:info@wroxhambarns.co.uk)

These are the terms and conditions ("Terms") on which we supply Wroxham Barns Annual Pass ("Annual Pass") to you ("Passholder" or "you"). Please read these Terms carefully before you submit your order for an Annual Pass. These Terms tell you who we are, how we will provide the Annual Pass to you, what to do if there is a problem and other important information.

When you place an order for an Annual Pass on our website, our acceptance of your order will take place when we email you to confirm your purchase, at which point a contract will come into existence between you and us.

An Annual Pass will only be valid when it is used by the named holder whose account displays a clear photograph which must be a true likeness of the named holder, and it is within the validity period. Any use or attempted use of an Annual Pass in breach of these Terms will result in the Annual Pass being revoked without a refund and/or compensation.

1. Junior Farm and Fun Park are open between February and end of October each year.

1.1 We have the right to amend our opening dates within the period of 12 months, which will not be less than 300 days of the year.

1.2 During our open season, Junior Farm & Fun Park will operate 7 days a week.

1.3 During the week in term time, our Fun Park will operate at reduced hours between 11am to 3pm.

1.3 Any planned closures due to maintenance will be communicated to you via email.

1.3 Wroxham Barns whole site closes on Christmas Day, Boxing Day and New Years Day.

2. Your Annual Pass is valid for 12 months from the date of purchase.

2.1 We will contact you prior to expiry to notify you, at which point you have the option to renew.

2.2 Wroxham Barns has the right to amend the price of the pass. This will not impact your existing pass but renewals will be offered at the price in operation at the date of expiry.

2.2 The Annual Pass is not transferable or refundable.

3. Your Annual Pass can be used on all special events during the school holidays with the exception of The Christmas Experience and our evening events.

4. Your Annual Pass entitles you to 10% off food and drink purchased from Courtyard Café, Farmyard Café, Greedy Goat & our ice-cream kiosk.

4.1 The Annual Passholder must be present when purchasing and will be asked for their name to validate their pass.

4.2 No discount available on our Afternoon Tea.