



# Terms and Conditions

## Your commitment to us

When you confirm your purchase, you are accepting that these terms and conditions form the basis of any contract between WROXHAM BARNS and yourself.

## Prices

Prices are inclusive of any applicable taxes. Once you have booked, we will not increase the price of your tickets. Prices displayed on the site are subject to change without notice.

## Cancellations

Tickets for The Christmas Experience are non-refundable or transferable. Should you have any extenuating circumstances that prevent you from attending we'd be happy to review these on a case by case basis – and may be able to offer a ticket transfer. Please call us on 01603 783762.

## Payment of outstanding balances

If you have paid a 25% deposit at the time of booking, the outstanding balance is due 4 weeks before the date of your visit. You will be sent a reminder email prior to this asking for settlement of the balance. We reserve the right to cancel any bookings with loss of deposit if your visit is not paid for in full by this date.

## Online booking

Once purchased online tickets may not be used in conjunction with any other offer. No ticket may be resold. Tickets are available online only – no bookings are able to be made by phone or in person, however Wroxham Barns reserves the right to amend this as needed. Please bring along your booking reference number and/or email print out. Prices are correct at time of going to press and are subject to change without notification.

## Arrival and Time slots

The time slot you select is specifically for your group's visit to Santa. We suggest arriving at least 15 minutes before your time slot to allow for check-in. You are welcome to arrive on site from 10am on the day of your visit to enjoy the Christmas Experience before or after your Santa visit.

## **Non-attendance and lateness**

If you miss your allocated time slot, we cannot guarantee that we will be able to re-accommodate your visit to Santa. Late arrivals or non-attendance are not eligible for refunds. Our team will do their best to assist where possible, but re-scheduling is subject to availability on the day.

## **Weather and operational changes**

In the unlikely event that we need to close or alter activities due to severe weather or operational reasons, we will offer an alternative date or refund. Some outdoor activities may be weather dependent, and we appreciate your understanding if adjustments are required.

## **Photography and filming**

Photography and filming may take place during the event for promotional purposes. By attending, you consent to the use of such images unless you notify a member of our team upon arrival that you do not wish to be included.