



## faqs

### **Do we need to pay to come into the Farm Park or is the Tapnell Farm Christmas Experience separate?**

The Christmas Experience is within the Farm Park walls, this means that you need to pay to come into the farm park (Unless you are coming on a Thursday or Friday evening when the Farm Park is closed – there are separate tickets for this)

If you are a Winter Season Pass holder\* your entry to the farm park is included in your ticket (as a benefit of being a season pass holder) however you will still need to buy a ticket to come to the experience – Make sure you select the Season Pass holder ticket

**\*If you are a Winter Season Pass Holder, please remember to bring this with you. If you do not show your pass, you will need to pay entry to the Farm Park.**

### **Is the experience weatherproof, will it be rained off?**

The Christmas Experience is 100% weatherproof – The event is entirely undercover and sheltered from rain and wind. The experience is still in an open-air barn, so you will need to make sure you wrap up warm and wear sensible shoes.

### **What age is the experience suitable for?**

The experience has been designed for children of 2+. Babies will enjoy the lights, sounds and characters but will not be able to join in with most of the activities. If you wish your child (whatever their age) receive a gift from Santa, you must make sure they have a ticket – When purchasing a child or under 2's ticket you will be asked at the checkout for their name, age and something nice they have done this year – this way, Santa will be able to surprise them when meeting them, as he will know all about them. If their name is not on Santa's list, this means you have not purchased a ticket for them to receive a gift.

### **Do I need to pay for my baby?**

Under 2's have free entry to the Farm Park. You will need to select a ticket for under 2's as they apply to the minimum head count of 3. If you do wish them to be called up to meet Santa and to receive a gift, please make sure you have purchased the correct ticket online and filled in their details.

### **What do adults get from the Christmas Experience?**

Well, apart from watching your little one's faces light up with pure joy and wonderment, adults get to join in the activities! Adults do not receive a gift from Santa (hence why the adult ticket is cheaper than the child's) However, there will be a hot drink offered to adults as part of the experience.

**How long is the Experience?**

The experience from start to finish is approximately 45 minutes.

Please aim to arrive at Tapnell Farm Park 20 minutes before your Christmas Experience session is due to start\*, to allow plenty of time to gain admission, and locate the Christmas Event Barn. Once in the park please make sure you arrive at the Elf Check In Desk 10 minutes before your session time.

*\*When attending an evening session when the Farm Park is closed there will be an area where you can wait and purchase refreshments before you go in.*

**If I'm late will I be able to go through with the next group?**

Unfortunately, no. Due to the way the event is run if you miss your session unfortunately you will not be able to go to the Christmas experience unless you re-book onto an available session on another day.

**I don't own a Winter Season Pass yet, can I still purchase the 'WSP Holder Christmas Experience' ticket now?**

Yes you can. The Winter Season Passes are available to purchase online, so as long as on the day you have both a Christmas Experience ticket and valid Winter Season Pass in hand, you will be able to come in. If you don't have a winter season pass, you will need to pay farm park entry on the day.

**Can we bring buggies?**

Unfortunately, you are not able to bring your buggy or pram through the experience due to the space available and the nature of the magical journey you will be going on, however we are able to accommodate wheelchairs, but they will need someone assisting them (please see 'Accessibility')

Handheld/backpack baby carriers and slings are fine.

There will be an allocated area to leave prams and buggies near the experience should you wish to. This will be at your own risk.

**I have questions about Additional needs:**

Please contact [hello@tapnellfarm.com](mailto:hello@tapnellfarm.com) or call the office on 01983 758722

**I have questions about accessibility:**

Our Christmas experience will be in our end event barn. Most of the farm park is very accessible by wheelchair, however, within the experience, there will be a wood chip floor or chalk path. There will be no steps. Doorways will be wide enough for wheelchair access; however, we would recommend that you bring someone to assist you if needed. It is with regret that we are unable to accommodate mobility scooters due to their size. There will be twinkling lights, moving images, immersive theatre, and Christmas music. The experience will be undercover and sheltered but will not be in a heated room so we recommend you wrap up warm.

Please contact [hello@tapnellfarm.com](mailto:hello@tapnellfarm.com) or call the office on 01983 758722 if you need any further assistance

**Can I change my dates after I've booked /Are tickets refundable?**

Unfortunately, no. Bookings are non-refundable. As the event sells out in advance every year it is usually very difficult to move your booking. Please contact us in good time to avoid disappointment if you need to move. ***Please note there will be a £5 booking admin fee for any changes made.***

**COVID19 REFUNDS – BOOK WITH CONFIDENCE: If government guidelines change and we are unable to operate our Christmas Experience, tickets will be fully refunded.**

**How have you made the Christmas Experience COVID safe this year?**

As in previous years, we have reduced group sizes that travel through the experience.

There will be no physical contact with our performers (Including Santa) but the experience will be a lot more intimate due to only being in very small groups of up to 8.

There will be hand sanitiser on the way in and out of the experience.

Customers and Staff will not be allowed through the experience if they have symptoms of Covid19