



**The time is nearly upon us..  
Only one or two more sleeps to go!  
The distant bells of Tapnell call  
There's fresh paw prints in the snow...**

**We can't wait to see you  
It's going to be a blast!  
Your journey to help save Christmas  
Is here! Hooray! At Last!**

**Before you set out on your Big Adventure - there are a few **VERY IMPORTANT** things to remember...**

- 1) We advise arriving at the **Farm Park at least 20 minutes** ahead of your time slot to allow for queuing at admissions, and distractions along the way.
- 2) If you have booked to attend an evening session, there will be a separate entrance for you, signposted from the Farm Park car park.
- 4) **You will need to show your confirmation email as proof of purchase. This may be hiding in your junk mail folder.** The confirmation email also **contains a link to the letter from Hollie the Husky** inviting your children to help her. You can write your child's name on this letter and give it to them prior to the big day to build the excitement.
- 5) Please check into The Christmas Experience with our Head Elf **10 MINUTES BEFORE YOUR SESSION STARTS** – The Head Elf is in the Event barn (just beyond the adventure barn with the go-karts) **Please do not arrive any earlier than 10 mins to that area to avoid overcrowding. Please make sure you use the facilities before entering the experience. There are event toilets before you go in.**
- 6) **Unfortunately – If you are late for your session, or miss it, we are not able to let you though at another time** due to the nature of the event set up and the information Santa needs to interact with your child. If you are unable to attend due to illness, please call our reception team in advance so we can let Santa know.

We advise planning ahead to make room for any last-minute issues (such as traffic, toilet stops, hungry little ones etc) As we wouldn't want you to miss out on the fun. Tickets are non-refundable.

- 8) **Anyone entering the Christmas experience must have a pre-booked ticket including Under 2's** (whether or not they are receiving a gift from Santa)
- 9) **We are not taking any bookings on the day of the event**, and will not be able to add extra people to your booking, unless you contact us within 48 hours. Maximum group size of 8 applies.
- 10) **If you do not have a ticket, you will not be able to come in.** Unfortunately, we are not taking bookings on the day, due to the setup of the event.
- 11) The experience is approx. 45 mins from start to finish and will be in a barn **so please wrap up warm. It is undercover and the rain won't stop the event.**
- 12) **Adults do not receive gifts, sorry!** You have the gift of giving to get you through this time of year. You will, however, receive a hot drink as part of the experience.
- 13) If someone in your group has a disability that you think we should be aware of **please let us know asap before the day** of the event so we can add a note to the booking. As sessions are now only small groups of friends/family up to 8 we are hoping they will be suitable for children with Autism – however, if there is anything, we need to be aware of please let us know ahead of the day.
- Please be aware that certain parts of the experience will be enclosed and there are some flashing lights and music.
- 14) **We have tried to make sure that the pathways are accessible for all, however, there is a light sprinkling of wood chip on the ground in places so please bear this in mind.** There are also some uneven surfaces to walk on. Wheelchairs will be fine getting through but will need additional assistance. It is with regret we are unable to accommodate mobility scooters owing to their size.
- 15) We only allow cameras out in Santa's grotto at the end of the experience. There will also be the option to purchase a professional photograph of your family with Santa. This is an optional extra – paid locally. **We politely ask that you do not photograph or film the rest of the experience to not ruin the surprise for others should it end up on social media.** There will be professional photos online over Christmas that you are welcome to share.
- 16) This year the children will receive a quality collectable plush toy from Santa. Every child will receive the same toy and they are suitable from birth (minus the swing tag) **These toys cannot be exchanged for other gifts.**
- 17) **Unfortunately, buggies are not able to come through the experience** and we advise leaving these in the car, small carriers are welcome. There will be an area by the experience where you could leave a buggy, however, this is unmanned and will be at your own risk.

If you can no longer make your booking **please let us know ASAP by calling 01983 758722 between 9 and 5pm or emailing [hello@tapnellfarm.com](mailto:hello@tapnellfarm.com)**

**Bookings are non-refundable.**

**We are really looking forward to seeing you all soon!**