

T&C's - Safety guidelines and site rules

The organisers want you to have a fantastic time and magical adventure. Here are a few things to remember to make sure that everyone has a great time.

- Enchanted Christmas is an outdoor event, set in a woods and parklands. You need to be aware that there are natural hazards such as tree stumps, uneven ground, muddy conditions and a lake. The event is completely accessible and able to accommodate wheelchair users and for those pushing buggies.
- Due to the outdoor nature of this event we may at times be impacted by the weather. If we need to cancel any sessions for safety reasons we will contact you and an alternative date and time offered. No refunds will be given.
- Your site guide will issue you with safety instructions on how to get around and meet the reindeer. Please do observe these for the safety of yourselves but also to protect yourself in this environment. We would also ask that you take away any litter to ensure the natural environment is maintained and wildlife is not impacted by this event. There will be antibacterial gel at the site of the deer, please use this and ensure your children are instructed to do so after touching or feeding the deer.
- You may not be able to bring pushchairs into every session but arrangements will be made if inclement weather may affect them.
- Please make sure you wear suitable warm clothing including hats, gloves and wellies or boots.
- You should note that the gift the child receives from Santa may contain small parts therefore adult supervision is needed at all times.
- There is a no Smoking policy on the entire site.
- As the event aims to provide a safe and clean environment for families and in particular children we would ask ticket holders and all visitors not to bring dogs with them to the site. However, please call our office at the time of booking if you need to bring assistance dogs onsite.
- The organiser accepts no responsibility whatsoever for loss or damage to, or theft of any personal items taken onto or left in any area in or around the site or car park.
- To ensure the enjoyment of everyone taking part in these activities you must observe all notices and rules posted around the area.
- Please use the facilities in a manner that ensures your safety and that of other users.
- The management reserves the right to refuse admission or ask you to leave if you do not abide by these terms and conditions, or appear under the influence of alcohol or drugs.
- By purchasing your ticket and taking part in the activities you are agreeing that you have read and understand the rules and the terms and conditions set out and understand that all members of your party, including any minor, does so entirely at your own and their own risk and that you are responsible for ensuring that all in your party comply with all applicable rules.

Terms and conditions

- Booking terms - These terms and conditions ("conditions") apply to booking and attending the event, use of Enchanted - Christmas website and, by booking or attending the event, or accessing the site, you agree to be bound by them.
- You can make bookings for Enchanted Christmas (the "event") via our website www.enchanted-christmas.com The organising company ("organisers") are She's Gott It! Limited, Three Hedworths, Lambton Park, Bowes Offices, Chester Le St, DH3 4AN
- Booking fees apply with every booking.

- Proof of purchase will be requested upon arrival and colour coded wristbands presented to each person with a booking confirmation at the arrival point.
- Please check all of your booking details and confirm your plans carefully before your attendance at the event as we cannot be held responsible for any incorrect or missing information required for Santa sessions.
- We will collect personal information from you in order to provide you with a bespoke experience at the event. We will treat this information confidentially, and we will comply fully with all applicable data protection laws.
- None of your personal information will be provided to any outside organisation (not involved with the event) for marketing purposes.
- We will use your personal information to allow us to make future contact for other events that may be relevant to your party, if you would prefer not to be contacted further in this way, please let our booking agent know when you purchase your tickets.
- The organiser cannot be held responsible for the costs of telephone calls to our booking/enquiry line. We expect a huge demand for the event due to its popularity and cannot guarantee bookings other than those made through our online booking system.
- The person making the booking accepts these conditions on behalf of everyone attending the event under that booking.
- By attending and participating in the event you acknowledge that you have read, understood and accept the conditions and agree to abide by the safety guidelines and rules. You also accept that the organiser cannot accept liability for injury caused due to noncompliance with the safety guidelines and rules.
- The organiser reserves the right to alter or amend the terms and conditions of the booking process, the use of our facilities and the event without prior notice.
- Once purchased, tickets cannot be refunded.
- No refunds can be given where a customer is late for a their session time or inclement or cold weather disrupts the event.
- Where any part of the event has to be cancelled, or re-scheduled, we will endeavour to notify each ticket holder, however please check the website before your departure to the event as it is your responsibility to ascertain whether any activity has been cancelled or re-scheduled.
- The only circumstance in which refunds may be given is where She's Gott It! has to cancel a significant part of the event i.e. the visit to Santa. However, if this cancellation is due to circumstances beyond She's Gott It's reasonable control eg. Weather, acts of terrorism or safety concerns then an alternative date will be offered. If this is not acceptable by the ticket holder then no refund will be given.
- If any payment is declined by our designated card payment system (Worldpay), or a cheque is returned, the tickets will be cancelled.
- The organiser accepts no liability for any claims, costs, damages or losses suffered by anyone attending the Event.
- These conditions are governed by, and in accordance with, the laws of England.

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