

# Santa's Grotto

## Terms & Conditions

This Santa's Grotto is operated by The Suffolk Punch Trust, registered charity number 1100596, all proceeds from this event will support our charitable work.

Santa's Grotto will be held in our Christmas Farmyard, an area where farm animals will be present.

### **Accessibility**

Santa's Grotto will be held in our Christmas Farmyard, a short walk on a concrete track from our Visitor Centre and is accessible by wheelchair users, although some parts of the track are slightly uneven.

### **Admission**

Pre-booking tickets is highly advisable. Tickets can be purchased online through TicketSource, or direct from our office: 01394 411327.

All tickets are sold subject to availability. Each ticket is valid for the admission of one child only. Up to two parents/guardians may enter Santa's Grotto free of charge with a ticketed child to watch their child meet Santa. There will be no professional photography, but all ticketed children will be given the opportunity to have a photograph with Santa, and their accompanying parents/guardians on their own camera/mobile phone if they wish.

Each ticket is valid for a maximum of 5 minutes inside Santa's Grotto, within the selected time slot. Santa's Grotto may be busy during the Christmas event, therefore we kindly ask visitors to arrive at least 5 minutes before their selected time slot to ensure Santa has enough time to see every booked visitor. It may not be possible to accommodate late arrivals, and no refunds will be given. The Suffolk Punch Trust reserves the right to refuse admission to Santa's Grotto in reasonable circumstances, including but not limited to, health and safety reasons, unacceptable behaviour or where a ticket is void. No refunds will be given to ticket holders who are refused entry or asked to leave due to, but not limited to, the examples above.

Visitors may be required to join a short queue to visit Santa's Grotto during their selected time slot. There will be plenty of things to see whilst you're waiting, including our Christmas Farmyard.

### **Presents**

Children will receive an age appropriate small gift from Santa, included in the Santa's Grotto admission fee. Gift age ranges are only suggestions and the products may not be suitable for all children. Presents cannot be exchanged during or after visiting Santa's Grotto. The Suffolk Punch Trust accepts no fault of injury caused by a Santa's Grotto present and presents should be used under adult supervision. Presents are only available to children with a valid ticket.

### **Changes to the event**

The Suffolk Punch Trust reserves the right to change the advertised dates, opening hours and schedule of the Grotto without notice or liability, where it is necessary to do so for reasons beyond our reasonable control. We will do our best to notify customers of any changes as soon as possible by means of contact details provided at the time of booking.