

DCP Ltd General Ticket Terms & Conditions 2020

Father Christmas at Tunbridge Wells ice rink

Your Father Christmas Visit

All children must be accompanied by an adult/s to every Father Christmas visit, there are no exceptions. In the event only adults would like to see Father Christmas then this is permitted but the relevant child charge applies. Christmas event admission fees: Children ages 1-16 £18.50, under 1's are free with a full paying child. (but do not receive a gift) Adults are £3.00 when accompanying a paying child. A minimum charge applies of £18.50 if children are under one without a full paying child.

E-Tickets

Pre-booked and E-Tickets brought on-line must be printed and brought with you at least 10 minutes prior to the start of your Father Christmas session time. Without this proof of payment and E-Ticket your visit may be compromised.

Day Tickets

There may be some space on the day but you would need to ask our Front of House elf to see if she can get you in, no promises though.

Please note: You may have to queue to show these tickets so allow plenty of time. If you are late for your allocated time-slot you may miss your appointment and, unfortunately, we cannot offer a refund as we cannot re-book our ticket at such at notice.

Weather

Our Father Christmas Concession is open in all weathers so please dress accordingly. There is no Log Cabin waiting area for this season due to Covid-19 and Government restrictions for 2020.

Refunds, Exchanges & Deposits (Covid-19 Update 26 November 2020)

If we find it necessary to close our Christmas experience for any reason, we will offer you a part refund or the option to book an alternative ZOOM session (subject to availability). Due to the current Covid-19 Pandemic and Government changing guidelines, we reserve the right to cancel our event at short notice in which case we will offer you our ZOOM appointment and partial refund of your fees. If legislation changes in such a way that we must make alterations to the way we operate our Christmas experience, but we are still able to remain open, then a refund will not be administered.

If legislation changes in such a way that we have to make alterations to the way we operate our Christmas experience, but we are still able to remain open, then we may operate in a slightly different way making your visit still possible without the need to enter our Log Cabin and thus not breaking any laws set by the Government. Refunds will therefore not be applicable.

Due to costs incurred by setting up our Father Christmas in Kent Experience in the lead up to all family visits, £10.00 of the total booking fee forms a non-refundable deposit.

The £10 deposit is non-refundable should Father Christmas in Kent have no option but cancel the event due to COVID-19 government guidelines and Tier 3 restrictions being placed in the Kent region.

**** This deposit forms part of the ticket price.****

**** Event Costs ****

The cost to set-up our event is quite expensive ranging from booking in self-employed contracted actors who we have to honour their fees, 1,000's of presents pre-paid for, booking fees which are non-refundable to the agent and decoration/support/transportation fees to build the event to its grandeur.

We intend therefore, to stay open for the entire Christmas period from Saturday 5 December – Thursday 24 December 2020 at Tunbridge Wells Ice rink but we are in the hands of KCC.

Once booked on-line, refunds are **only applicable** if Calverley Park, Tunbridge Wells is closed due to the following unforeseen circumstances:

1. Technical problems which cannot be resolved meaning we cannot run our event
2. Extreme weather conditions i.e. Heavy Snow, flooding or dangerously high winds

Tickets are transferable to a different date as long as we are advised accordingly by e-mail or telephone at least 48 hours before hand. (two days)

Any sessions that are cancelled due to extreme weather will be rescheduled on the next available day if possible. If in the event of extreme weather and a reschedule cannot be arranged a full refund will be given via PayPal or via the original method of payment?

If you are late for your allocated time-slot or cannot make your session, unfortunately we cannot offer a refund but maybe able to re-book you in subject to availability. (not in the event of a SOLD-OUT experience)

IMPORTANT NOTICE

Cancellation due to Covid-19 symptoms on arrival

- If you arrive at our reception entrance with corona virus symptoms you will be refused entry to the experience and will not receive a refund as we cannot re-book the ticket at such late notice.
- Unfortunately, we cannot change booking time-slots and cannot provide refunds for appointments missed due to Covid-19 related circumstances/symptoms.

Accessibility

Calverley Park is accessible to disabled visitors. Full address:

*Tunbridge Wells Ice-rink
Calverley Park
Mount Pleasant Ave
Royal Tunbridge Wells
Kent
TN1 1RS*

Our Father Christmas study has a wide entrance for wheelchair users however, due to space; we can only accommodate a maximum of two wheelchairs per Father Christmas visit.

Personal Belongings

We cannot be held responsible for any belongings left unattended.

Photography & Videography

Photography is allowed for 2020 due to restrictions not allowing us to safely and easily take professional photographs. Videography is not permitted within our Log Cabin.

Booking Fees

There is a small **£1.50** booking fee applicable with every checkout payment to cover administration and higher rental fees applied by Tunbridge Wells Borough Council.

Contact number for emergencies on the day:

07877 871715 or 01892 523693

VERY IMPORTANT NOTICE:

Our policy on Professional Photographs in our Log Cabin is that we cannot take professional photographs without breaking and violating safety and social distancing protocols set by Government Guidelines and it is advisable, and safer, to refrain from breaking the 1m Covid-19 restrictions so we will not risk our customer/s safety.

We also feel children and families cannot get close enough at this time (sub 1m) to warrant classic family and portrait style images of their meeting with Father Christmas so we are taking the Government advice and are not taking any risks so keeping our Father Christmas visit very safe and Covid-19 secure. (many Grottos are risking the safety of the family and children)

We have been alerted that other 'Christmas Grottos' are classing the 'Grotto' as a 'Photographic Studio' and this is blatantly breaking and bending/twisting the law and the safety of all children and families especially anyone shielding.

To be allowed to take off your mask/visor and be allowed in close proximity to Father Christmas is a danger to everyone in such a limited space and we will not risk breaking Health & Safety guidelines by subjecting our visitors to such risks.

We take all Covid-19 protocols with great care and will not risk the health of any of our customers in this very strange and testing Christmas season.