

# “A Magical Christmas Adventure” (Clifton Park) Terms and Conditions

## **General Terms and Conditions**

Tickets purchased are only valid for on site on the date and time you select for your experience. They do however cover use of the Fun Park rides and Golden Putter (Rotherham) mini golf for the duration of the day (your tickets will not be valid on any other day).

Children under 13 years must be accompanied by an adult 18 years or over.

An email ticket (booking confirmation) will be emailed to you once payment has been confirmed. This confirmation can be used to get your physical tickets on site, on the day of your booking at the Fun Park rides area.

Credit card transactions are made on a separate secure server, with full encryption of all credit card data. Your credit card details and personal information will not be shared with any other company or organisation not involved with the processing of your payment.

The management of Greenspace Leisure Ltd reserves the right to refuse admission for any reason.

Greenspace Leisure Ltd are providing outdoor attractions. We recommend the wearing of appropriate clothing and footwear for the season and weather. We accept no responsibility for damage caused to yourself or your property by weather conditions, such as ice, snow or mud and similar weather conditions during your interactions with any of our facilities.

Details on this website are kept as accurate as possible, but Greenspace Leisure Ltd cannot be held responsible for any errors, subsequent alterations or inconvenience arising from them.

Visitors are advised that for technical, operational and other reasons beyond our control, any activity, attraction or facility may be closed or otherwise unavailable at any time.

## **Refund Policy**

Unfortunately all tickets are non-refundable and non-transferable. We can only refund tickets if we have to cancel the event due to unforeseen circumstances that necessitate the event's cancellation.

We cannot refund tickets for the reason of adverse weather conditions that do not cause closure of the site and Santa's Workshop.

However if the site or Santa's Workshop is temporarily closed due to unexpected reasons beyond our control we will endeavour to transfer your booking to an alternative time and date subject to availability. If transfer to an alternative booking date, following closure due to unexpected reasons beyond our control, is not possible we will provide a full refund. Such refunds will only be to the credit card which was used to book tickets. Please note a refund can take up to 14 working days to reappear in your account.