

A Magical Christmas Adventure

Clifton Park – Customer Experience



1. Arrive at Clifton Park:

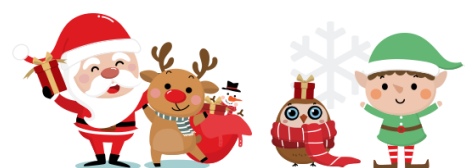
- We ask that all customers use the car park at Clifton Park, Doncaster Road, S65 2BQ if possible.
- However there is alternative parking at Clifton Park, Clifton Lane, S65 2AA
- Please note if you are bringing a pram. Make sure it has a rain cover in case of adverse weather conditions as the pram area will not be covered.**

2. Head to the Fun Park rides:

- Make sure you have your emailed ticket available (Either a print out or on your phone screen is fine).
- At the Fun Park rides entrance a staff member at the kiosk will ask you for your emailed ticket. And will then issue you with your physical tickets with the allocated time slot you've booked for. (Please ensure you check in at the Fun Park at least 30 minutes before your pre-booked adventure time).
- The Fun Park is available to you from 10:00 to 17:00 on the day of your booking, so when you're not enjoying the experience itself, why not enjoy the rides and mini golf as it's all included in the ticket price.
- Fun Park Ride Restrictions:**

Ride	Can Ride Unaccompanied	Accompanied by an Adult (16 & over)	Cannot Ride At All
Toon Train	90cm or more	Under 90cm	N/A
Log Fall Rollercoaster	120cm or more	90cm to 119cm	Under 90cm
Chairs	80cm to 150cm	N/A	Under 80cm & Over 150cm
Dizzy Caterpillar	110cm or more	90cm to 109cm	90cm or less
Dodgems	120cm or more	80cm to 119cm	Under 80cm
Space Chase	90cm or more	Under 90cm	Babies in arms
Go Gator	90cm or more	Under 90cm	Babies in arms

Management reserves the right to close any ride at any time during the event.



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3. Spend some time with Santa's silly elves

- a. When your time comes, things start off at the Elf Tipi where you will get to meet some of Santa's helpers in one of their own Tipis

4. Enjoy your time at the Christmas Lodge in the Fun Park rides area

- a. It's then onto the Christmas Lodge
- b. Enjoy your time inside with the bakery and at Elf School.
- c. Children will be decorating a Gingerbread Man with icing products. Icing products can be messy, so please use your discretion on whether to bring wet wipes and appropriate clothing.

5. Enjoy your ride to the Workshop and your time inside the Workshop

- a. Afterwards you will be taken from the first building to the train, where you will make your magical trip to Santa's Workshop
- b. The train will drive inside of the Workshop, where all customers will remain seated to meet Santa so everyone has an opportunity to meet the jolly red fellow.
- c. Enjoy the antics of Santa's silly elves, whilst you wait for Santa himself to come to your row on the train.
- d. Speak to the man himself. Santa will spend time with each family and will be happy to answer any questions the youngsters may have and to establish if they are on the naughty or nice list.
- e. Santa will give a gift to every child on the train.

6. Travel back to the Fun Park rides

- a. However, please remember the Fun Park is open to you from 10:00 to 17:00 on the day of your booking. So if there's time, feel free to spend some time in the Fun Park. This can be done either before or after your session (opening times permitting).

Note: If the event has to be cancelled due to unforeseen circumstances

If due to unforeseen circumstances we have to cancel the event, we will refund you in full back onto the payment card you used for the original transaction. Please note our payment processor takes up to 14 working days to complete a refund.

We hope you enjoy your time with us. And we hope we will see you again in the future!!

Have a Merry Christmas

