

# 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
- Unfortunately prams cannot come on the experience with you and have to be left at the Mini Golf area.
- 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 and mini golf is available to you at the following times 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 & Mini Golf operating times for the event:

- Short days:** 10AM to 5PM (29th, 30th Nov, 19th & 24th Dec)
- Long days:** 10AM to 6PM (6th, 7th, 13th, 14th, everyday 20th to 23rd Dec)
- "Twilight" days:** 3PM to 7PM (17th & 18th Dec)

### d. Fun Park Ride Restrictions:

Ride	Can Ride Unaccompanied	Accompanied by an Adult (16 & over)	Cannot Ride At All
Black Pearl	120cm or more	100cm to 119cm	Under 100cm
Log Fall Rollercoaster	120cm or more	90cm to 119cm	Under 90cm
Grasshopper	105cm or more	90cm to 104cm	Under 90cm
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
Chair O Planes	90cm and 150cm	Adults not permitted	Under 90cm & over 150cm



# A Magical Christmas Adventure

Clifton Park – Customer Experience



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

### 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 the Interactive Storytime.
- c. Children will be decorating a Gingerbread figure 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 rides and mini golf are open to you on the day of your booking, both before and after. Please see section 2c above for more details.

#### **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**

