



## **Terms and Conditions**

Please read the following terms and conditions carefully before purchasing tickets for Christmas at Bewl Water. By purchasing tickets, you acknowledge and agree to these terms and conditions.

### **Santa's Grotto Visits**

A maximum of 6 people are allowed per Santa's Grotto visit.

Children must be accompanied by at least one adult during the Santa's Grotto visit.

### **Attire**

Christmas at Bewl Water is mostly undercover, but not all areas are heated. Visitors are recommended to wear warm clothing, including appropriate outerwear and footwear to ensure a comfortable experience.

It is recommended that visitors come prepared for changing weather conditions, as some activities may take place outdoors.

### **Adult Ticket Requirement**

For each group booking, at least one adult ticket must be purchased.

Adults accompanying children are responsible for their supervision and ensuring their safety throughout the event.

### **Ticket Purchases**

All ticket purchases are final and non-refundable.

Attendees must present their tickets upon arrival to qualify for free parking during the event.

## **Event Schedule and Changes**

The event schedule, activities, and attractions may be subject to change without notice due to unforeseen circumstances or operational requirements.

Bewl Water will make reasonable efforts to notify ticket holders of any significant changes to the event.

## **Safety and Conduct**

The safety of all visitors is a top priority. Visitors are expected to follow all safety instructions and guidelines provided by Bewl Water staff.

Disruptive or unsafe behaviour may result in removal from the event without a refund.

Parents or guardians are responsible for the behaviour and safety of their children at all times.

Bewl Water shall not be held liable for any loss, injury, damage, or theft of personal belongings during the event.

Unfortunately, dogs are not allowed at Christmas at Bewl Water, but are welcome to enjoy the rest of the grounds.

## **Cancellation**

In the unlikely event of cancellation, Bewl Water will provide information about refunds or rescheduling options, if applicable.

## **Photography & Video Recording**

You should be aware that we may carry out photography and video recording during your visit to Christmas at Bewl Water and we may wish to use certain images and videos for promotional purposes. If you do not wish to be recorded or filmed, please contact us before your visit at [christmas@bewlwater.co.uk](mailto:christmas@bewlwater.co.uk) and make this known to staff during your visit.

**By purchasing tickets and attending Christmas at Bewl Water, you agree to comply with these terms and conditions. It is the responsibility of the ticket holder to review and understand the terms and conditions before attending the event.**