



Santa Meet and Greet - 2025

Booking Terms and Conditions

- Every child including siblings attending the event require a ticket.
- All children must be accompanied by an adult (with a ticket).
- Siblings under 3 months old can attend for free, but this only applies if they are accompanying a sibling. If you are attending with just your baby, you will need to purchase a child's ticket.
- Wherever possible, please avoid bringing buggies unless essential, as we have limited buggy parking space.
- Upon booking any theatre event a 20% non-refundable booking/ admin fee is included in your ticket price.
- Any bookings cancelled after the 24th of November are non-refundable. Bookings can be transferred or cancelled before the 24th of November with a 20% admin charge.
- Bookings can be transferred to a friend if you are unable to attend, we would just ask you to email us the new families information including any allergies. Please send your request to info@whippersnappers.org.
- All queries to be sent to info@whippersnappers.org
- Pets are not allowed on site.
- We reserve the right to implement restrictions/conditions before and during the Event to ensure it is safe, including any government guidance including COVID-19 (or any pandemic) and extreme adverse weather warnings. You must comply with any such restriction/ conditions and any instructions given to you by Event staff.
- If we are forced to cancel our event because of government guidance or events beyond our control we will issue a 40% refund of your ticket (the remainder 60% would be used to cover our staffing cost).
- Carers supporting a disabled child will be issued a free ticket, subject to proof of eligibility (carer ID card, blue badge, DLA or PIP).

On-Site Protocol

- Please arrive 5 minutes before your booking time.
- If there's adverse weather conditions, we will send an email with instructions on how we will adapt our event to insure everyone's safety. Our woodland may occasionally have to close due to extreme weather conditions, but we will provide an alternative.
- Remember to charge your mobile before you arrive as there will be lots of photo opportunities. We would ask that you are mindful to take only pictures of your own children and family members.
- Parents/carers are responsible for their children at all times, including notifying us of any allergies or additional needs.
- If you'd like to provide any feedback please email us at cburghard@whippersnappers.org.

Thank you all again.