

Please fully read this information before booking.

1. Pricing

Afternoon Tea with Santa

- 1) Child Afternoon Tea - £16.95 per child. Also includes crafts on the table and a present from Santa
- 2) Adult Free Ticket – Please book a ticket for every attending adult to ensure your table size accommodates your party. Numbers are limited and thus tables may not be able to be increased on the day. Adults may purchase drinks and cakes from the coffee shop counter.
- 3) Free Baby Ticket - Free entry for babies under the age of one year. Please note that a 'Free Baby Ticket' does not include food or a present from Santa. Highchairs are subject to availability and should be requested at the time of booking.
- 4) We are not offering an Adult Afternoon Tea option.

2. Booking Details

- 1) All people attending need to be booked in with one of the ticket options. We can only accommodate the number of people on tables who book in advance.
- 2) Child must be accompanied by at least one booked in adult.
- 3) Please ensure to let us know of any dietary requirements at the time of booking. If there are any changes; please let us know a minimum of 72hrs in advance.
- 4) **Changes to your booking** – If you wish to make any changes to your booking such as dietary requirements please email hello@bawdonlodgefarm.co.uk with any updates and include the date of your visit, lead booking name(s) and booking reference. Please note we may not be able to seat bookings together if we do not have tables big enough to accommodate.
If you prefer to chat – in the first instance please drop us an email with your contact number and we will give you a call back with your booking details to hand. Please note that we are closed on Mondays and the Coffee Shop team do not have access to booking information. We request that you please do not send any messages through social media regarding your booking, thank you.
- 5) Please note that we allocate tables as bookings are received and thus we may not have the flexibility to increase your table size.
- 6) Please contact us at your earliest convenience. All dietary requirements must be communicated a minimum of 72hrs before your booking time.
- 7) Pre-Book online. Unfortunately we are unable to take physical bookings over the phone or email, only booking updates.
- 8) Tables can only be booked in advance for the day of the event during the event times for that specific event. This is detailed on each booking option.
- 9) Once the event is 'Closed' or 'Sold out' on our website; no other bookings will be accepted. Bookings close three days before the event date or when SOLD OUT. Please confirm any changes or updates by this time too.
- 10) Your e-tickets will be emailed to you at the time of booking – this is your proof of purchase for your booking. Please bring your e-tickets on a device with you to show your booking reference at the time of arrival. We will also have a list of booking names on the door.
- 11) When purchasing tickets for you and your party you agree to comply with the Terms & Conditions as set out for the event
- 12) Booking Time & Entry - Please arrive promptly, no more than 15 minutes before your booking time. We cannot guarantee entry if you are late for your booking. Children must be accompanied and supervised by an adult (over 18) at all times. Please do not arrive earlier than this, as we are unable to allow you to enter before your booked time. As tables are pre-allocated, there is no benefit in arriving early.
- 13) There are a limited number of tickets available at each session. Afternoon Tea with Santa Events last for 1.5 hours from the event start time. Depending on how many tickets have been sold for your session, you may have to queue for a short time to enter.
- 14) Unfortunately we are unable to offer concession prices or group discounts.
- 15) We can accommodate approximately 60 people for these events (children & adults). The atmosphere can be loud and excitable. Please bare this in mind when booking. We will not be open to the public during these times.

3. Dietary & Menu Changes

- 1) Please ensure to let us know of any dietary requirements at the time of booking.
- 2) We can additionally accommodate Pescatarian, Vegetarian and Vegan Afternoon Tea.
- 3) Any dislikes will be swapped in for other items on the menu. Please let us know these a minimum of 72hrs in advance.
- 4) We cannot accommodate dietary changes on the day of the event.
- 5) **GLUTEN FREE & ALLERGENS**
As a coffee shop (rather than a café or restaurant); we have a small preparation area and as such we prepare items for those with allergens in a separate small section of this. Our preference to accommodate this is to prepare dishes for those with allergens/intolerances in advance of all other food preparation as best we can. Because of this, we can only offer a small number of options to accommodate specific dietary and allergen requirements. Please contact Lynn if you would like to discuss an allergen information.
- 6) We are sorry but there may be occasions where we unfortunately do not have the space or range of food items to accommodate specific customer dietary and allergen requirements. Thank you for your understanding.
- 7) At the time of booking; if you are ordering on behalf of someone with an allergy or intolerance; you will be required to confirm that you have communicated their special requests & requirements with us.
- 8) **Menu Changes** - We may from time to time; due to supply, need to change items on the proposed menu. Please ensure you include any dietary requirements at the time of booking.

4. Cancellation & Refund Policy

- 1) We are able to offer a full refund for a cancellation up to 72hrs before the event. Please email hello@bawdonlodgefarm.co.uk with your booking details. Please note that refunds will be to the cardholder who booked and may take 5-7 working days to be processed by your bank.
- 2) After this time unfortunately we are unable to offer a full refund as food orders will have been placed. We understand that circumstances arise, often beyond anyone's control. As a small business we need to cover costs but we also recognise how disappointing a cancellation can be. We will therefore offer the following for cancellations received within 72hrs of the event:-

Child Afternoon Tea Option - £5 Gift Voucher for use in the Gift & Coffee Shop and a Gift from Santa

We will arrange for collection or delivery of Santa Gifts. Please note that we may not have delivery windows available to ensure pre-Christmas delivery but we will try our best!

- 3) Our phone line is open during our trading times and will be open 1/2hour before the event start time (if this falls outside of normal trading times).
- 4) If you wish to change the date or event type; a refund will be processed as a cancellation (up to 72hrs before the event) and you will be required to make a new booking - subject to availability. Unfortunately our system is not able to process transfers between events.

5. Complaints

We accept that, despite every effort being made to ensure you have a trouble free, enjoyable family experience, things may occasionally go wrong. If you have a complaint you should inform our team immediately. They will attempt to resolve the problem as soon as possible.

6. Parking, Accessibility & Facilities

- 1) Parking charge is £1. Cash in an honesty box on arrival or pay at the Coffee Shop Counter. Parking charges go towards maintaining our Woodland and we thank you for contributing towards this.
- 2) Toilet facilities are available with steps into them.
- 3) We have baby changing facilities and accessible toilet facilities located in a separate building close to The Gift & Coffee Shop.
- 4) The Gift & Coffee Shop is on ground floor level.
- 5) Accessible Parking is available with a short distance to The Gift & Coffee Shop. Should you wish to drop off closer; please call us in advance of the event as vehicle access will be through an alternative gated entrance.

7. Events outside our control

Should the event have to be cancelled, or Bawdon Lodge Farm or The Gift & Coffee Shop closed as a result of events outside our control (for example, but not limited to adverse weather conditions, illness, etc) we will endeavour to re-book you at an alternative time. If no alternative is possible then we will issue a refund.

8. Photography

Any photography that you take at the event that includes children other than your own must not be shared in the public domain e.g social media, without the written permission of the child's parents/guardians.

9. Age & Gifts

- 1) Please state clearly at the time of booking the age of the child so that an appropriate age gift may be selected.
- 2) Gifts are available for children up to 12 years old.
- 3) Gifts are not able to be swapped or exchanged.
- 4) Please purchase an adult option for older children who do not wish to receive a gift from Santa.