

Please fully read this information before booking.

1. Pricing

Breakfast with Santa

- 1) Child Mini Breakfast - £14.95 per child. Also includes crafts on the table and a present from Santa One Bacon, one Mini Egg Omelette Muffin, Baked Beans, one slice of toast, Juice. (Can be Gluten Free)
- 2) Child Pancakes with fruit & cream- £14.95 per child. Also includes crafts on the table and a present from Santa. (Can be Gluten Free)
- 3) Child Breakfast Vegan - £14.95 per child. Also includes crafts on the table and a present from Santa Vegan Sausage, Baked Beans, Toast, Hash brown, Juice
- 4) Adult Bacon Roll & Hot Drink - £7.50
- 5) Adult Vegan Breakfast - £8.50 (Price also includes hot drink) Avocado with refried beans on toast with fruit.
- 6) Adult Cuppa & Cake - £6.50 (a choice from a selection of our range will be available on the day)

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.

Afternoon Tea with Santa

- 1) Child Afternoon Tea - £14.95 per child. Also includes crafts on the table and a present from Santa
- 2) Adult Afternoon Tea - £18.95 includes hot drink
- 3) Adult Gluten Free Winter Salad - £14.50 (Price also includes hot drink and dessert)
- 4) Adult Cuppa & Cake - £6.50 (a choice from a selection of our range will be available on the day)

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.

Afternoon Tea with Live Music

Child Afternoon Tea - £10.95 per child.

Adult Afternoon Tea - £18.95 per adult

Adult Gluten Free Winter Salad - £14.50 (Price also includes hot drink and dessert)

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.

Adhoc Afternoon Tea Booking

Child Afternoon Tea - £10.95 per child.

Adult Afternoon Tea - £18.95 per adult.

2. Booking Details

- 1) All people attending need to be booked in with one of the food options. We can only accommodate the number of people on tables who book in advance.
- 2) Please ensure to let us know of any dietary requirements at the time of booking. We can additionally accommodate **Please fully read this information below before booking. For a sample menu and more detailed T&C please click here.**
- 3) If you wish to be seated with another booking, please call 01509 268080 or email hello@bawdonlodgefarm.co.uk with both the lead names and booking references. Please do not send any messages through social media regarding your booking, thank you.
- 4) **Changes to your booking** - Please call 01509 268080 during office hours or email hello@bawdonlodgefarm.co.uk with any updates. Please note we may not be able to answer over busy service times (eg lunchtime).
- 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 or visit us to book in person at the Gift Shop Counter. Unfortunately we are unable to take physical bookings over the phone or email, only booking updates.
- 8) Tables can only be booked in advance on the day of the event during the event times for that specific event. Any spare unbooked tables will be available to customers visiting the Gift & Coffee Shop on the day. SUBJECT TO AVAILABILITY. We are unable to accept calls on the day or walk-in's.
- 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.
- 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 10 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. Breakfast with Santa lasts 1.5 hours. Afternoon Tea with Santa last 2 hours. Depending on how many tickets have been sold for your session, you may have to queue for a short time to enter.
- 14) 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.
- 15) Unfortunately we are unable to offer concession prices or group discounts.
- 16) We can accommodate approximately 80 people for these events. The atmosphere can be loud and excitable. Please bear this in mind when booking.

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.
- 4) We cannot accommodate dietary changes on the day of the event.
- 5) Alcohol will be available to purchase on the day to accompany your afternoon tea should you wish (over 18s only, ID may be required).
- 6) **GLUTEN FREE** - We are unable to accommodate a traditional Gluten Free Afternoon Tea with gluten free bread or cakes. We have such a small preparation area that we simply cannot take the risk to offer more options particularly for those with allergens/intolerances.
When we design our menus; we do this so to eliminate cross contamination. EG our gluten free soup and cakes are bought in already prepared - we do not make/bake these. For events that we order products in especially for such dietary considerations are prepared first for prevention.
In addition; as a small business with a limited day to day range (again due to size and storage) we order in all food especially for events as we do not normally have such items on the menu. Thus when we designed the menu, we also have to take into consideration cost of products to charge the customer and unfortunately a full gluten free afternoon tea option we could not make cost effective for the odd request we have. We have offered the option in the past of a salad and this has proved popular and so with the number of bookings we expect; this option is the best one we can offer. Until we can build a bigger kitchen. 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 Policy

- 1) We are able to offer a refund for a cancellation up to 72hrs before the event. Please call 01509 268080 or email hello@bawdonlodgefarm.co.uk
- 2) After this time unfortunately we are unable to offer a refund as food orders will have been placed.

- 3) You are welcome to arrange to collect your breakfast or afternoon tea on the day of the event instead. 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 counter. Parking charges go towards maintaining our National Forest Woodland.
- 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 grown 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 eg 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 not able to be swapped or exchanged.
- 3) Please purchase an adult option for older children who do not wish to receive a gift from Santa.