Santa's Grotto at Market Hill – Terms and Conditions

Please read the following Terms and Conditions carefully before making a booking for Santa's Grotto at Market Hill.

1. Booking and Arrival Times

- All visitors must hold a valid booking for their selected date and time slot.
- Visitors must arrive **at least 10 minutes before their allocated time slot** to allow sufficient time for check-in and preparation.
- Late arrivals may not be accommodated if doing so would disrupt the schedule or affect other visitors. Entry cannot be guaranteed for late arrivals, and refunds will not be issued in these circumstances.
- Please ensure you arrive at the correct location:

Santa's Grotto at Market Hill
Market Hill, Luton Town Centre
Luton, Bedfordshire, LU1 3EP
Located opposite the Red Lion.

2. Children and Adult Supervision

- All children under the age of 18 must attend with a paying adult aged 18 or over.
- Children must remain under the supervision of their accompanying adult throughout the experience.
- The accompanying adult is responsible for the safety, behaviour and welfare of the children in their care.
- Adults must ensure that children follow any instructions provided by Santa's Grotto staff.

3. Age Recommendation and Gifts

- Santa's Grotto is recommended for children aged under 10, but the experience is designed to be enjoyed by the whole family.
- Families of all ages are welcome to attend and enjoy the festive experience together.
- **Gifts are provided for children aged 10 and under only.** Adults and children aged over 10 will not receive a gift as part of their booking.
- The gift is included as part of the experience for eligible children and is subject to availability.

4. Cancellations and Refunds

- Customers may cancel their booking through the original booking system up to **10 days before their scheduled visit**.
- Cancellations must be completed through the booking system in accordance with its cancellation process.
- **No refunds will be available for cancellations made within 10 days of the booked visit.**
- No refunds will be issued for non-attendance, late arrival or failure to meet the entry requirements.
- If the organiser needs to cancel the experience, customers will be contacted and offered an appropriate resolution.

5. Conduct and Safety

- All visitors are expected to behave respectfully towards staff, Santa and other guests.
- The organiser reserves the right to refuse entry to, or ask to leave, anyone whose behaviour presents a safety concern or significantly disrupts the experience.
- Children must be accompanied and supervised by their responsible adult at all times.
- Visitors must follow all reasonable instructions given by Santa's Grotto staff to help ensure a safe and enjoyable experience for everyone.

6. Photography and Personal Belongings

- Visitors are responsible for their own personal belongings throughout their visit.
- The organiser accepts no responsibility for personal belongings that are lost, stolen or damaged, except where liability cannot legally be excluded.
- Any photography arrangements, including photographs taken by staff or an official photographer, will be communicated to visitors where applicable.

7. Changes to the Experience

- The organiser reserves the right to make reasonable changes to the experience where necessary for operational, safety or other unforeseen reasons.
- If a significant change or cancellation affects a booking, the organiser will communicate this to the affected customers and explain any available options.

8. Agreement to Terms

By completing a booking for Santa's Grotto at Market Hill, customers confirm that they have read and agreed to these Terms and Conditions and accept responsibility for ensuring that all members of their booking party comply with them.

We look forward to welcoming you to Santa's Grotto at Market Hill for a magical festive experience!