



A THORNTON HALL Christmas Adventure

IMPORTANT INFO:

Keep this email and your tickets safe!

Please arrive 10 minutes before the start of your slot time and check in at the Christmas reception.

It is crucial that you are not late for your adventure.

We recommend you check Google Maps for any road works or delays en route.

Allow time for traffic and accidents. If you arrive early you can visit our animals until the start of your slot time.

For SAT NAV users please use postcode BD23 3TS.

If you are late, we are really sorry but we will be unable to move you to another time slot if the remainder of the slots on that day are full.

No refunds will be given.

Wrap up warm! Coats, hats, and gloves are recommended.

This year's adventure is a walk-through to several Christmas cabins. The Cabins are heated but the walk to each one is outdoors and on a slight incline.

Strictly NO PRAMS to be taken on the adventure.

DO NOT bring any additional people with you other than the ones that have pre booked tickets.

We are unable to add extra people to slots.

Please check our FAQs on our website if you have any questions or email info@thorntonhallcountrypark.co.uk

Your ticket is non-refundable and cannot be transferred or exchanged.

Please check your ticket on purchase as mistakes cannot be rectified at a later date.

THCP cannot be held responsible for any loss or damage to any personal property or vehicles brought to site.

THCP reserves the right to alter or vary the content or timings of this event due to circumstances beyond our control without being obliged to refund or exchange tickets.

For the safety of our visitors we reserve the right to refuse admission.

Please ensure you have read all the specific information relating to this experience on our website.

FARM & SOFT PLAY:

Please note that entry will be permitted to the farm before and after your adventure.

Soft Play is available after your adventure where you will be permitted access for 90 minutes.

If your time slot starts at 5pm or later, you will be permitted entry into the soft play and diner 90 minutes prior and NOT after your adventure.

Slots starting 9am - 4.40pm - soft play is after your adventure.

Slots starting 5pm - 6.20pm - soft play is before your adventure.

FOOD:

Food will be available from The Diner which is located inside soft play.

A full menu as well as our festive menu will be served here.

Food can be purchased as takeaway option if you prefer to take your food home with you.

Picnics are allowed but please be aware these can not be eaten inside. We have some outside tables available if you wish to bring a picnic with you.

BITS AND BOBS:

Toilets are available at the start and end of your adventure. We cannot stress enough to arrive early and take the time to use the toilet facilities before your adventure begins.

If you have pre-ordered any personalised items please collect these from reception at the end of your adventure.

We politely ask that you do not film our adventure and upload it to social media.

As much as we want you to spread the joy, we don't want to spoil it for the families that are attending in the future.

Short reels, stories, and snippets are acceptable on mobile phones only unless otherwise pre-arranged by a member of Thornton Hall Country Park.

Feel free to take as many photos as you wish of your adventure.

Make sure you tag us on your social media. [@thorntonhallcountrypark](https://www.thorntonhallcountrypark.co.uk) #THCPmakingmemories

christmasadventures.co.uk