

Story With Santa In His Library At Craufurdland Castle For Glasgow Children's Hospital Charity

Terms & Conditions

Intro: Please read our Terms and Conditions before booking your ticket(s). By purchasing ticket(s) to Story with Santa at The Castle, you & your child(s) are agreeing to comply with our Terms and Conditions. All children must be accompanied by one adult and must remain under that one adult's supervision at all times.*

The welfare and safety of all children therefore remain the full responsibility of the parent/guardian attending and not of Craufurdland Ltd's or The Royal Sick Children's Hospital Charity's staff or volunteers

Tickets: Story with Santa at The Castle is tailored for children aged 2-10 years. Bookings must be made by someone over 18. Every child must be accompanied by one adult. <https://ticket.global-events.org/e/1791/santa>

There is a maximum number of 20 children per booking. We regret that under no circumstances can tickets be refunded, however if you should wish to change the guest details we are happy to amend the booking with a minimum of 48hrs notice where possible.

My booking: Once you have completed your booking you will receive a confirmation email, including your booking reference number. You must present a copy of this confirmation on the day you permit your entry into the Story with Santa at The Castle experience.

Price: One Child with accompanying adult - £ 30

*Additional adult £7.50

Only one additional adult allowed per booking.

Day Instructions: Please arrive 5 minutes before your session is due to begin.

Directions: Come into Fenwick, Jn 8 off the M77 and follow signs for The Laird's Table Café restaurant and keep driving till you come to the Castle. Park in front of the castle and you will be met by one of The Craufurdland Elves inside the Big Blue door.

Late entry will result in your child(s) missing out on some of the activities. We reserve the right to ask guests to leave if we believe their behaviour is adversely affecting the pleasure of our other guests.

Special Requirements: It is the parent's responsibility to inform us at the time of booking of any dietary requirements or disabilities and we will ensure they are accommodated for.

Photography: We do not offer a photography service. You are welcome to bring your own camera to take photos of your special memories. Please note that any photos can only be for personal use and not commercial use. No filming is allowed inside the Father Christmas experience.

Running order: We reserve the right to change the order of events on Story with Santa at The Castle. Whilst we will always provide a fun range of creative and imaginative activities for children, we reserve the right to vary the range of activities, according to unforeseen circumstances. We provide a fun generic gift bag that is suitable for ages 2-10 years. The contents of the bag includes a mini bear, Christmas Colouring Pencils, colouring sheet & can be altered by Craufurdland at any time due to unforeseen circumstances. No gifts can be exchanged for alternatives or cash voucher. Story with Santa at The Castle is a group experience with up to 20 children. Each child will get to spend time with Santa



Cancellation: Due to unforeseen circumstances, we reserve the right to postpone or cancel a visit to Story with Santa at The Castle. In the unlikely event of a postponing or cancelling we will not be liable for any travel costs or other loss incurred. We regret that under no circumstances can tickets be refunded, however should you wish to change the guest details we are happy to amend the booking with 48hrs notice. If a session receives less than 10 bookings we reserve the right to cancel it. In the unlikely event that this takes place, we will offer an alternative session for you to attend. Please contact Adity with any queries - (+44) 7850822177



Feedback: We endeavour to provide the best possible experience at Craufurdland Castle. Please contact us via adity@craufurdland.co.uk about your experience Story with Santa at The Castle. Please discuss with us on the day where possible or contact us within a week of your visit. We regret that we may not be able to respond to your enquiry outside of this timeframe and we can only deal with feedback that is put in writing.

Liability: We will not be liable for any injuries, loss of personal possessions other loss or damage of any kind. This is due to the fact that all children are under the supervision of parents/ guardians throughout the visit. We will not be liable or responsible for cancellation due to an event outside our control e.g. severe weather conditions, fire, flood, terrorist attack, and unexpected black out, electricity failure. If this happens, we will attempt to provide an alter

We will not be liable for any injuries, loss of personal possessions, other losses or damage of any native visiting time for you but this cannot be guaranteed.

Questions and Answers:

- Q. Which dates are available for Story with Santa at The Castle
- A. Dec 1st and 8th Dec 2018
- Q. What time are the sessions?
- A. Each session is approx. 1 hour and 45 mins long. Sessions take place at selected times between 9.30am and 2.30pm.*
- Q. How do I book?
- A. Online at <https://ticket.global-events.org/e/1791/santa>
- Q. How much does it cost?
- A. £30 per child and accompanying adult. Bookings must be made and paid for in advance.
- Q. Can another adult join the group?
- A. An additional accompanying adult ticket is £7.50 . Bookings must be made and paid for in advance.
- Q. What age is it for?
- A. Story with Santa in The Castle suits ages 2-10 years.
- Q. How many children can be booked per session?
- A. A maximum of 20 children per session.
- Q. Are parents allowed to watch?

A. Yes, the ticket includes one adult per child in the party room and. 1 additional adult ticket can be purchased per booking for £7.50.

Q. What does this event include?

A. The event includes:

- The Craufurdland Elves
Fun games & activities,
Glitter Tattoos
Write & post your Christmas wish list to the North Pole
Meet Father Christmas himself, (Great photo opportunity)
Gift Bag and Selection box.
Listen to Santa read one of his favourite stories in his library



Q Is the food hot?

A. The contents of the bag includes a mini bear, Christmas colouring pencils, colouring sheet (Craufurdland Ltd reserves the right to change the gifts).

Q What is in the feast?

A. Breakfast - Christmas tree shaped toast, butter or jam, mini pancakes, mini sausages, potato scone, festive biscuit, diluting Juice

Lunch - Slice of pizza, mini cheese burger with a wee bun, festive biscuit, piece of fruit and diluting juice

Q Is the food hot?

A. Yes. Of the food items are hot.

Q. Can I change items on the menu?

A. No

Q. Can I bring my own food?

A. No

Q Is the meat halal?

A. No, alternative items can be offered if this is outlined in the booking.

Q. What happens if my child has allergies/dietary requirements?

A. If your child has allergies or special dietary requirements please make a note at the time of booking and we will make the appropriate arrangements where possible.