

SANTA AT THE STRAND

Santa at The Strand, Lismore 2019 – Terms and Conditions

The TWC Community Group welcomes you to Santa at The Strand.

The following are the Terms and Conditions that govern the purchase of your ticket and your visit.

By accepting these terms and conditions, you expressly agree to be bound by them.

Important Notice:

You must travel to this event via free shuttle bus from The Lismore House Hotel car park, or any one of our other overflow car parks that you may be directed to. **Your bus will depart at the precise time on your ticket.** We cannot accommodate late arrivals.

On-street parking will not be permitted at the event location unless we have received pre-notification of any additional mobility requirements.

Please allow approx. 90 minutes to enjoy the full Santa at The Strand experience.

Purchase Policy:

You will receive a confirmation email after booking – please have this accessible on arrival - as **THIS IS YOUR TICKET** (printed or electronic). Admittance will not be permitted without this ticket. Regrettably, tickets cannot be posted.

When you arrive at the car park, please present your ticket to the nearest car park attendant who will coordinate your free shuttle bus journey to The Strand.

Please remember that all purchases of tickets by Credit/Debit Card are subject to pre-authorisation. This may take place after initial confirmation has been given.

“Walk In” option available subject to availability and a €5 entry fee. Access to The Strand will only be permitted via free shuttle bus from the designated car parks, therefore, should you wish to join the experience at the time of the event, please go to one of the designated car parks where you will be facilitated by one of our attendants.

For queries about a purchase that you have made, please email

santaatthestrاندlismore@gmail.com

Tickets:

Tickets are issued subject to the acceptance of these terms and conditions.

Ticket holders are responsible for holding and presenting their ticket(s). The information on this ticket must be checked in advance of your arrival. Any changes that need to be made, please contact santaatthestrاندlismore@gmail.com

Each ticket office will only provide “walk in” tickets & WILL NOT permit access to Mrs. Claus & Santa.

The TWC Community Group reserve the right to refuse entry.

Cancellations:

Tickets can be cancelled or refunded up to 10 days prior to your booking. If you wish to change your booking time you will need to make a new booking based on availability and then cancel your old booking.

With the possibility of bad weather, Santa at The Strand will continue to operate and therefore refunds will not be given. However, in the event of extreme weather conditions and the event site MUST close, operators will endeavour to facilitate patrons at an alternative location on the same date and time of your original booking. Failing this we will issue you with a full refund. Please Note: A small transaction fee may apply.

In the unlikely event that Santa at The Strand is cancelled outright by the TWC Community Group, we will refund you 100% of your purchase price.

Young Persons:

For safety reasons, children must always be accompanied by a responsible adult. Children must be supervised and under control at all times.

Unaccompanied minors, under the age of 16, will not be permitted to the event.

Health & Safety:

All patrons must adhere to health and safety signage and announcements delivered over the PA system.

As this is an outdoor woodland event, please note that appropriate footwear is essential.

The TWC Community Group will not accept responsibility for your lost, stolen or damaged personal property. There will be a lost and found area in our control tent.

Photography/Videography:

The unauthorised use of photographic equipment to record children other than those under your own guardianship is strictly prohibited.

Inappropriate Behaviour:

We, the TWC Community Group, reserve the right to request that patrons leave the premises if their behaviour or language is deemed to be unsuitable or inappropriate.

There is a strict 'No Smoking Policy' in place at this event.

Alcohol is strictly prohibited.

Animal Welfare:

For the overall wellbeing of the animals, feeding and petting the animals is prohibited.

The TWC Community Group are operating this event as a Sub Committee under the Lismore Economic and Social Community Group.