

CHRISTMAS EXPERIENCE

TERMS AND CONDITIONS

- Before making a purchase, please carefully review your individual selection. Once purchased, tickets cannot be refunded. If you would like your ticket rescheduled to an alternative date/time, this will be subject to availability. Please email enquiries@dynamicearth.co.uk
- Once you have received your tickets, please keep them in a safe place as we cannot accept duplicates, copies or other alternative tickets of any kind. All major credit and debit cards are accepted (VISA, MasterCard, Maestro).
- All prices are correct at the time of publishing. However, they are subject to change without prior notice.
- Guests are reminded that for technical, or operational reasons, some facilities may be removed or closed or entertainment cancelled and/or altered at any time. Dynamic Earth reserves the right to change the programme of attractions and entertainment if at any time it is deemed necessary or appropriate to do so.
- All guests entering the The Christmas Experience and the Dynamic Earth galleries and planetarium must have a valid entrance ticket.
- Dynamic Earth reserves the right, at its absolute discretion, to refuse entry or admission or to remove from Dynamic Earth any visitor.
- The booking reference is confirmation of acceptance of the booking.
- Photography is allowed for non-commercial private use.
- The booking time of The Christmas Experience is your arrival time. Your visit with Santa will be approximately 45 minutes after your arrival time. This is subject to change, and there may be delays or waiting times.
- Late arrivals may not be able to be accommodated.
- All children over the age of 12 months will require a ticket. All adults require a ticket.
- Gifts from Santa are only included in Children's Tickets.
- In the event of an unplanned closure of the venue, Dynamic Earth will contact the booker directly.