

General Terms and Conditions

By using this ticket, the holder hereof agrees to and accepts all conditions of acceptance contained herein and all arena / organization rules and standards of conduct posted in or about the venue.

- Ensure your ticket is from an authorized agent only. Those with counterfeit tickets will be refused admission and may be prosecuted.
- Tickets may not be resold for more than face value.
- It is with regret that we cannot refund or exchange any tickets after purchase.
- The event is **NOT TOTALLY WHEELCHAIR FRIENDLY** and may be unsuitable for sensory sensitive individuals due to loud noise and flashing lights. We can accommodate mobility challenged ticket holders to still see Santa and get photos taken, but the balance of the experience will have limited access for wheelchairs.
- Event partners reserve the right to refuse admittance to the venue or to remove any person from the venue for reasons of public safety, any unacceptable behaviour likely to cause damage, nuisance or injury or for any breach of event partners terms & conditions.
- Holder consents to a reasonable examination of his/her person and belongings to ensure compliance with all rules and regulations.
- Unless written permission is given by the organizer this ticket cannot be used for any promotional purposes.
- The event will take place 'rain or shine' unless otherwise indicated by event partners.
- Event partners reserve the right to make reasonable alterations or changes to the Programme, staging or seating of the event without prior notification & without being obliged to refund monies or exchange tickets unless such alterations or changes make the event materially different to the event that the average consumer would have expected when purchasing a ticket.

- After purchase the holder of this ticket is responsible for its care. Ticket agents do not accept any responsibility for any loss or damage of the ticket.
- Ticket holder voluntarily assumes all risk and danger of personal injury and responsibility for property loss, destruction or theft and all hazards arising from or relating in any way to the event for which this ticket is issued whether occurring prior to, during or after the event and releases the ticket issuer, the event producer, the facility, the sponsors, and all organizations involved from all liability thereafter save where and to the extent that arises from breach of contract (not due to the Force Majeure) or by the negligent act or omission of said organizations involved.
- There will be no refunds available on unused tickets.
- Guests are welcome to take photos on their phones etc. in addition to receiving a photo from us. The photos will be emailed to the guests nominated email address within the next business week.
- Photos are **NOT** professional and are offered at no extra charge within your ticket price. Quality of pictures is not guaranteed but we will endeavor to make your Family photos clear and memorable.
- Residential Packages are available on our Website and will be prioritized for available time slots in the schedule.
- **THE EVENT IS OUTDOORS** and has sections under cover, and out in the open. Please dress appropriately.
- Buggies will need to be left in the waiting area and collected at the end, as the pathways and stairs in Santa Land are difficult to navigate.

Note: These Terms and Conditions may vary.