

Broadlees Golf - Santa's Grotto Experience

Terms & Conditions

Intro

Please read our Terms and Conditions before booking your ticket(s). By booking tickets for The Santa's Grotto at Broadlees you & your child(s) are agreeing to comply with our Terms and Conditions and voluntarily assume all the risks. All children must be accompanied by at least one adult and must remain under that adult's supervision at all times. *The welfare and safety of all children therefore remains the full responsibility of the parent/guardian attending and not of Broadlees staff. *Children attending together in the same group can be supervised by one adult. In these circumstances there must be one adult per booking.

Broadlees reserves the right to close to the public, withdraw any attraction, alter times, prices, events or services and procedures without notice.

Please note that our **online booking system** is a **golf program** so for the purposes of the Santa's Grotto the following applies

- **Tee Time** refers to a booking slot for the Grotto
- **A player** refers to a person (can be a child or adult)
- **Play** refers to when you would like to attend

Dates

November 25th to December 24th 2023, inclusive of all available bookable slots.

When can I book?

Tickets can be booked from Friday 15th September 2023 onwards. Bookings must be made and paid for in advance online only.

How do I book?

Online only at <https://yourgolfbooking.com/venues/broadlees-golf/booking/courses/grotto>

Please make sure that you have carefully selected your ticket numbers, type, date and time as tickets are NON REFUNDABLE.

If you are unavailable to attend for any reason please email grotto@broadlees.co.uk at least 48hrs in advance and we will try our best to rearrange your times (subject to availability).

There is a charge of £0.40 per booking, this is retained by our booking provider.

You can book multiple Santa slots and multiple days in the one booking, please just follow the steps on the online booking portal.

How much does it cost?

Under 1s - £6. Children - £14. Adults - £6.

Anyone without a ticket will not be allowed to enter the grotto experience. The maximum amount of people in one group is 6, this must include one adult and a maximum of 2 children/under 1s. Bookings must be made and paid for in advance.

Am I allowed to bring more people than I booked for?

No additional people will be allowed into Santa's Grotto apart from the booked group amount. Anyone attending on the day without a ticket will not be permitted entry to the Santa's Grotto.

How long will I be in the Santa's Grotto for?

The initial journey to Santa's House will take approx. 5 minutes, your visit with Santa will last up to 5 minutes per booked slot. After your visit with Santa you are welcome to stay in our bustling market square for as long as you wish where there will be plenty to keep all the family entertained.

What age is it for?

The Santa's Grotto is most suitable for children aged 2-10 years however any child or adult that wishes to visit Santa and receive a present is most welcome.

Can I bring my younger or older children along to watch?

Only people who have paid for admission (this includes young children and babies) are allowed to enter the grotto experience. If you wish to bring a young child please purchase the ticket for Under 1s online. If you wish to bring an older child please purchase an adult ticket (this gives them entry, a juice & shortbread but no present from Santa).

Are parents and guardians allowed to watch?

Parents & guardians are very welcome to take part in the experience but must have purchased an adult admission ticket online. Without prior booking online, any additional people will not be allowed into the Santa's Grotto. There must be one adult present for each child booked.

What does this event include?

Meet the Broadlees Toy Solider & Elves and have a meet and greet with Santa himself. In addition children who have a child's ticket will receive a present, juice, shortbread and a voucher for 25 free range balls. If you have purchased an adult ticket you will receive a hot drink & shortbread. If you have purchased an Under 1s ticket you will receive a present.

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 at the main entrance of Santa's Grotto.

Times

Please arrive at the time stated on your booked slot. This is your admission time not your allocated Santa time (our staff will allocate this). Please ensure you arrive no more than 5 minutes before your booking to avoid congestion and overcrowding, this will ensure the safety of our customers and staff.

Entry to the Santa's Grotto

Please arrive no earlier than 5 minutes before your session to avoid congestion and overcrowding. Please note there is a trail walk from the carpark to the Grotto entrance and back to your car at the end of your session, if you require disabled or elderly access please park in the golf car park and speak to the golf reception who will inform you of the disabled/elderly access to the grotto. Children attending the Grotto will be greeted by the toy solider at the grotto entrance (do not go to the golf reception - please follow signs for the grotto). Late entry will result in a loss of the booking, and we will be unable to rearrange your ticket. At this special time of year the car park and grotto can be particularly busy. We advise customers to take this into account when planning your visit.

We reserve the right to ask guests to leave/ refuse entry if we believe their behaviour is adversely affecting the pleasure of our other guests, or if it violates any rules, illegal activities or failure to comply with any security measures.

Menu

Food & beverages will be available to purchase in the market square after you have visited Santa.

Photography

You are welcome to bring your own camera to take photos of your special memories. Please note that any photos or videos can only be for personal use and not commercial use.

Refunds

Tickets purchased for Santa's Grotto are non-refundable. However if you contact us up to 48hrs prior to your booking then we will do our best to rearrange your booking where possible. Please only contact us via email grotto@broadlees.co.uk

What steps are you taking to ensure a safe environment?

At Broadlees, we are proud to have created an environment that is enjoyable, fun, and safe. To ensure safety, we have identified and assessed potential risks and implemented control measures. There is a maximum of 6 people per Grotto and each session will be dedicated to your group to ensure a personal experience.

Liability

We will not be liable for any injuries, loss of personal possessions, other losses or damage of any kind. 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, etc. If this happens, we will attempt to provide an alternative visiting time for you, but this cannot be guaranteed.