



ONLINE TICKETING

Terms and Conditions

- Please **book one ticket per person** including for under 4s and over 80s to allow customer number allocation.
- Before you arrive please have your ticket ready to show our staff either on your phone or a printed copy
- To keep visitor numbers at a safe level, the layout and flow of the site may have changed. Please look for any signs and, if in doubt, ask a member of our staff
- The timeslot is for your arrival time only and you can stay until the site closes.
- You'll need to book your tickets for entry AND pre-ordered food by 3pm the day before your visit
- Tickets are for your use only and are not for resale
- We'll send your booking confirmation by email. Please make sure you fill in your correct email address when you book to ensure you receive your confirmation email
- If you arrive without a ticket, please head to the BHLR ticket office and our staff will be happy to assist you.
- To help keep everyone safe, please follow social distancing and government guidance when you visit. If you're showing any of the symptoms of coronavirus, or if you've been in contact with anyone that has the virus in the last 10 days, please don't visit us. Contact us on Ticketing@peco.co for assistance.
- In line with government guidelines, you're required to wear a face covering in certain areas unless you're exempt. Please bring one with you. Signs will show where they are needed.
- Dogs need to be on short leads at all times

In line with new NHS Test & Trace legislation we are required to collect contact details for ALL visitors above the age of 16 upon entry. If you have booked online we will have this information. Walk-ins can scan the NHS QR codes displayed at the main entrance or give their details to the Ticket Master at the ticket desk. We reserve the right to refuse entry to anyone who does not supply contact details.

Don't forget...staying safe is everyone's responsibility- please help us to operate safely.