



Terms and Conditions

- Please **book one ticket per person** including for under 5s 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.
- Your arrival timeslot is NOT the time of your train. You can join a train at any time throughout the day
- You'll need to book any 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 relevant ticket office and our staff will be happy to assist you. (Upper ticket office is for pre-booked tickets/Lower Ticket office is for Walk-ins)
- 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.
- We will continue to operate a face covering policy in all inside areas and we ask that you respect this. Signs will show where they are needed.
- Dogs need to be on short leads at all times

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

