



Terms and Conditions

- Please book one ticket per person including for any free/complimentary tickets 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 are welcome to 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
- Please ensure you create an account on checkout by entering your address, details and a password. This will enable you to make alterations to your visit. Any changes to your booking that we are asked to fulfil may incur an administration fee of £5.
- 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)
- We will continue to operate in adherence with government guidelines.
- Dogs should be on short leads at all times. Please pick up after your dog.

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

TRAINS • PLAY • EXPLORE • DISCOVER • EAT • SHOP • PRIVATE BOOKINGS • PARTIES • MEMBERSHIPS



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