

Booking Policy, Cancellation Policy, and Terms & Conditions

Magic & Mistletoe Family Sleepover

Booking policy

1. Please arrive at Magheramorne Estate no earlier than your check-in time of 5.30pm.
2. You will be required to check-in to the Magic & Mistletoe trail at 6.30pm. the allocated time slot on your booking confirmation. This will allow sufficient time to check in. If you arrive more than 15 minutes late, we reserve the right to deny entry to the Magic & Mistletoe event. Please allow sufficient time for your journey.
3. Email Confirmation must be shown on arrival.
4. Ticket exchanges are at the discretion of both Magheramorne Estate.
5. The customer accepts full responsibility for all information provided for their experience and must ensure that it is accurate at the time of booking.

Cancellation policy

1. If the localised weather presents a hazard and a risk to safety (red weather warning), any decision to postpone or cancel the trail will be taken by 12 noon on the day of the trail. You will be notified by email, and you will be informed of the re-booking process for an alternative date. This will be sent to the email address given in the booking form. We advise you to check your inbox (please also check junk/spam folders) for the latest updates before you travel.
2. No refunds will be offered simply if the weather is inclement. If you have not heard from our customer service team regarding a postponement/cancellation, the event will go ahead as scheduled.
3. Although we will do our best to keep you informed of any cancellation, it is the ticket holders' responsibility to establish whether the event has been cancelled and the date and time of any rearranged event.
4. In the event of cancellation due to
 - a. Magheramorne Estate being unable to facilitate the event.
 - b. the event is moved to another date which prevents you from attending.the full value of the ticket less any booking fees and transaction fees will be refunded to you in the form of a giftcard. We are unable to make this refund to alternative accounts. In some cases, there will be a deadline for a refund/new date request which may invalidate your refund request if not responded to in time.
5. There is no obligation to refund monies due to events or circumstances beyond the organiser's control, including inclement weather, inability for ticketholders to attend an event due to illness (including COVID-19 diagnosis) or travel disruptions including breakdowns. A giftcard will be provided to the value of the trail tickets only for use at a future date.

Terms & conditions

1. The rules and regulations of the venue, event organiser or promoter for which this ticket was purchased must be adhered to.

2. Venue management reserve the right to refuse admission or to eject a visitor without refund for behaviour likely to cause damage, injury or nuisance.
3. Should you be refused entry for any reason, we are not liable to refund you for the ticket you have purchased.
4. Ticket holders are not permitted to bring animals to the event except for guide, assistance and hearing dogs.
5. Ticket holders consent to filming, sound recording and photography as attendees of the event.
6. Magheramorne Estate does not accept any liability for any losses or claims arising from any inability to access the website, any interruption or any failure to complete a transaction.
7. In the event of Magheramorne Estate acting negligently, we will refund your full payment including booking fees. These scenarios are extremely rare but comprise of: • Magheramorne Estate failing to send tickets as required; and • Magheramorne Estate sending tickets to the wrong email address (except if you provide an incorrect email address).
8. Magheramorne Estate accepts no responsibility or liability for personal injury or for the loss, damage or destruction of any personal property, including but not limited to, vehicles.
9. All these terms and conditions are governed by Northern Irish Law.

ADDITIONAL HEALTH & SAFETY GUIDELINES

Due to uneven terrain through the forest trails and several bodies of still and moving water, children must be always supervised.

Please don't feed or touch the animals.

Children **MUST** be always accompanied by a responsible adult/guardian.

The trail is accessible using an all-terrain wheelchair.

Booking Policy, Cancellation Policy and Terms & Conditions for Magheramorne Estate Magic & Mistletoe (JKS Magheramorne Estate Ltd, NI667999) of 59 Shore Road, Magheramorne, County Antrim, BT40 3HW.