

## Booking Policy, Cancellation Policy and Terms & Conditions for the Magic & Mistletoe Event

### Booking policy

1. Bookings are allocated to time slots for a maximum of 10 adults and 10 children per booking.
2. Arrive at Magheramorne Estate no earlier than 15 minutes before the allocated time slot on your booking confirmation. This will allow sufficient time to check in.
3. Email Confirmation must be shown on arrival.
4. 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.
5. Ticket holders will receive their tickets via the email address provided in the booking form. Ticket holders are advised to check their junk folder for receipt of ticket from Fareharbor.
6. We are unable to accept any liability or replace any tickets lost after they have been received by you.
7. We reserve the right to cancel any tickets we believe to have been purchased fraudulently.
8. Ticket exchanges are at the discretion of both Magheramorne Estate and Fareharbor.
9. The customer accepts full responsibility for all contact information provided for at ticket generation and must ensure that it is accurate at the time of booking.
10. There is no obligation to refund monies or exchange tickets should an event organiser subsequently offer any discount or promotion that makes tickets available at a price lower than that previously paid by any customer.
11. Quiet Sessions are now available on select dates. These slots are created for children who would love to experience our Magic & Mistletoe trail without the usual numbers of people and at reduced audio volumes. Please do not book these slots if you do not need them, so that groups who require a quieter environment can fully enjoy the event.
12. Each child with additional needs must be accompanied by at least one adult with a full price ticket. These tickets must be booked through our online booking platform via our website [magheramorneestate.com](http://magheramorneestate.com). If that child requires an additional carer's ticket (one per child) then contact the office on [events@magheramorneestate.com](mailto:events@magheramorneestate.com). We offer an additional carer ticket (one per child) at a reduced price. A form of carer ID must be shown at check-in on the day the carer is attending the Magic & Mistletoe Event.

### 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 text message, and you will be informed of the re-booking process for an alternative date. This will be sent to the email address and mobile number given in the booking form. We advise you to check your inbox (please also check junk/spam folders) and mobile phone 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, transaction fees will be refunded to you in the form of a gift voucher, 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.
6. Subject to paragraph 5, tickets can be exchanged for alternative dates subject to availability and provided that the same number of tickets at the same or greater price are being exchanged.

## 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. You are advised to check if the venue has a last entry time. Event ticket holders may not be admitted after this time.
5. Ticket holders are not permitted to bring animals to the event except for guide, assistance and hearing dogs.
6. Ticket holders consent to filming, sound recording and photography as attendees of the event.
7. 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.
8. In the event of Magheramorne Estate or Fareharbor 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).
9. 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.
10. 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.

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.