

## **Booking policy, cancellation policy and Terms & Conditions for the Magic & Mistletoe Event 2025**

Please read the following terms and conditions carefully before booking the Magic & Mistletoe Event ("the Event") with Magheramorne Estate ("we", "our" or "us"). By making a booking for the Event, the customer ("you") agrees and confirms that they have read all the terms and conditions set out below and agree to be bound by them.

### **1. Booking policy**

- 1.1. Bookings are allocated to time slots for a maximum of 6 adults and 6 children per booking.
- 1.2. You should 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.
- 1.3. Email confirmation must be shown on arrival.
- 1.4. If you arrive more than 15 minutes late, we reserve the right to deny entry to the Event. Please allow sufficient time for your journey.
- 1.5. You will receive your tickets via the email address provided in the booking form. You are advised to check your junk folder for receipt of ticket from FareHarbor.
- 1.6. We are unable to accept any liability or replace any tickets lost after they have been emailed to you.
- 1.7. We reserve the right to cancel any tickets we believe to have been purchased fraudulently.
- 1.8. Ticket exchanges are at the discretion of both Magheramorne Estate and FareHarbor.
- 1.9. You accept full responsibility for all contact information provided for at ticket generation and must ensure that it is accurate at the time of booking.
- 1.10. We are under 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.
- 1.11. Quiet Sessions are now available on select dates. These slots are created for children who would love to experience the Event 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.
- 1.12. 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 [christmas@magheramorneestate.com](mailto:christmas@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 Event.

## **2. Cancellation policy**

2.1. If the localised weather presents a hazard and a risk to safety (red weather warning), any decision to postpone or cancel the Event will be taken by 12 noon on the day of the Event/ 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.

2.2. For the avoidance of any doubt, we are under no obligation to provide refunds due to inclement weather. If you have not heard from our customer service team regarding postponement/cancellation, the Event will go ahead as scheduled.

2.3. Although we will use all reasonable endeavours to keep you informed of any cancellation, it is your responsibility to establish whether the Event has been cancelled and the date and time of any rearranged Event.

2.4. Where cancellation is due to;

a. Magheramorne Estate being unable to facilitate the Event; or

b. the Event moving to another date which prevents you from attending,

the full value of the ticket less any booking fees and/or transaction fees will be refunded to you in the form of a gift voucher (which may only be used for Magheramorne Estate event tickets on the FareHarbor booking platform). There will be a deadline for a refund or new date request which may invalidate your refund request if not responded to in time.

2.5 We are under no obligation to refund monies due to circumstances beyond our reasonable control, including without limitation inclement weather, inability for ticketholders to attend an Event (for example due to illness (including COVID-19 diagnosis)) or travel disruptions including breakdowns of your means of transportation to the Event.

2.6 Subject to paragraph 2.6, 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.

## **3. Terms & conditions**

3.1. The rules and regulations of Magheramorne Estate, event organiser or promoter for which this ticket was purchased must be adhered to.

3.2. Magheramorne Estate management reserve the right at their sole discretion to refuse admission or to eject you without refund for behaviour likely to cause damage, injury or nuisance.

3.3. Should you be refused entry for any reason, we are not liable to refund you for the ticket you have purchased.

3.4. You are advised to check if the Event has a last entry time. You may not be admitted after this time.

3.5. You are not permitted to bring animals to the Event except for guide, assistance and hearing dogs.

3.6. You consent and you provide your consent for any individual for whom you have responsibility (including without limitation any children under the age of 18 years old) to filming, sound recording and photography as attendees of the Event.

3.7. We do not accept any liability for any losses or claims arising from any inability to access our website, and/or any interruption or any failure to complete a transaction.

3.8. Where we or FareHarbor are deemed to act negligently in the scenarios set out at 3.8.1 and 3.8.2 below, we will refund your full payment including booking fees:

3.8.1. We fail to send tickets as required; or

3.8.2. We send tickets to the wrong email address (except where you provide an incorrect email address).

3.9. We accept no responsibility or liability for personal injury or for the loss, damage or destruction of any personal property, including but not limited to, vehicles.

3.10. These terms and conditions are subject in all respects to the laws of Northern Ireland. By agreeing to such terms and conditions you irrevocably agree that the courts of Northern Ireland shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this these terms and conditions (including non-contractual disputes or claims).

#### **4. Additional health & safety guidelines**

4.1. Due to uneven terrain through the forest trails and several bodies of still and moving water, children must be supervised at all times and always accompanied by a responsible adult/guardian.

4.2. You must not feed or touch the animals.

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