

Wroxham Barns Limited

Ticket Sales Terms & Conditions & Refund Policy

1. Your commitment to us

When you confirm your purchase, you are accepting that these terms and conditions form the basis of any contract between Wroxham Barns and yourself. No contract exists between yourself and Wroxham Barns for the sale of any tickets until we have received and accepted your order and received payment in full. Once cleared funds are received, there is a binding contract between us.

2. Prices

The description and price of tickets you order will be shown on the Wroxham Barns website at the time you place your order. Prices are in UK Sterling and inclusive of any applicable taxes. There are no surcharges and once you have paid, we will not increase the price of your tickets. Prices displayed on the website are subject to change without notice. We accept most major credit and debit cards in partnership with our payment gateway.

3. Online Security

To ensure that your online shopping experience is secure, your credit / debit card details will be encrypted on a secure server to minimize the possibility of someone being able to read them as they are sent over the Internet.

4. Limitation of Liability

Wroxham Barns's total liability for in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of this agreement shall be limited to the price paid for the goods.

The limitation on any exclusion from liability contained in these conditions shall be subject to the provisions of section 2(1) of the Unfair Contract Terms Act 1977.

Wroxham Barns will not be liable in any amount for failure to perform any obligation under this agreement if such failure is caused by the occurrence of any unseen event beyond its reasonable control including without limitation Internet and Communication outages, fire, flood, war or act of God.

5. Severance

If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall remain in force.

6. Online Tickets Terms & Conditions of use

- (i) Tickets purchased online may not be used in conjunction with any other special offer, promotions or vouchers.
- (ii) Online tickets cannot be used in relation to any group booking or birthday party booking.
- (iii) No refunds are given once the online ticket has been purchased. Usually, Wroxham Barns tickets are non-transferable and non-refundable. In the current times we are happy to move your bookings for you. For Annual Pass holders please let us know if you need to cancel your Annual Pass Day Ticket, there is no charge for this, we can

then release those tickets for someone else to enjoy. We really appreciate you letting us know. Thank you!

- (iv) Any discounts or offers online are available for limited quantities and periods only and shall not be available on bookings made in person.
- (v) Entry is only permissible when the online order reference or QR code is presented on arrival.
- (vi) All persons covered by an online ticket must enter the attraction at the same time or have a copy of the online ticket when entering.
- (vii) Tickets purchased as online tickets are valid for the pre-booked date and time, however we are happy to move your bookings for you where there is availability. Should they be used on dates other than that for which they were purchased, Wroxham Barns reserve the right to refuse entry. Where entry is sought on a different date and the price is higher than the on the day admission charge no refund will be given. On the day prices exclude any current on the day offers/discounts.
- (viii) Visitors who have any of the below documentation are entitled to one free carer ticket, the visitor with the disability and any further members of their party will pay full price. You will be asked to show your documentation to a member of our team on arrival (on each visit). You will need one of the following documents:
 - Disability Living Allowance or Attendance Allowance award letter.
 - Personal Independence Payment letter.
 - Letter from GP or consultant confirming the need for a full time carer. This does not have to be a letter of diagnosis.
- (ix) No online ticket may be resold.
- (x) If the online ticket is scanned and shows that it has already been redeemed, then entry will be refused.
- (xi) Any queries should be emailed to info@wroxhambarns.co.uk
- (xii) Online tickets may be used when purchasing a new Annual Pass on the same day as the visit against the new Annual Pass price, where the admission quantity and type (i.e. adult or child) matches the membership quantity and type purchased.
- (xiii) Annual Passes provide entry into Wroxham Barns for one year. This may exclude certain events, and this will be explained in our separate Pass terms and conditions. An Annual Pass begins on the day of purchase, whether online or onsite. Tickets must be booked online, prior to each visit.
- (xiv) Children must be accompanied by an adult. No refunds are available for unused tickets.

7 Camping Deposits

- (i) A 25% non-refundable deposit is required at the time of booking, to confirm and reserve your holiday.
- (ii) Your remaining balance is due within the stipulated time frame explained at booking, no later than 4 weeks before your stay, if you book your stay within 4 weeks you will need to pay for your holiday in full.
- (iii) If your balance is not paid within 21 days of your arrival date then we reserve the right to cancel your holiday without warning and your deposit will be lost.
- (iv) Cancellations and refunds.
- (v) No refund will be given if cancellation is made 21 days* or less from when your holiday commences. The booking will be lost.

- (vi) Cancellations made before 21 days* from when your holiday commences will result in loss of deposit.
- (vii) No refund can be made if you leave prior to your departure date.
- (viii) In the circumstances where we advise that the booking is cancelled, an alternative stay or a refund will be offered.
- (ix) Glamping tent bookings require a refundable £50 security deposit which Wroxham Barns reserve the right to withhold in the event of any damage/loss made to any glamping tent or its furnishings.

8. Afternoon Tea

- (i) When booking afternoon tea, a deposit will be required to secure your booking (amount as stated at the time of making your reservation).
- (ii) The balance of your afternoon tea is payable on the day that your afternoon tea is booked for.
- (iii) If cancelled by the customer, deposits are non-refundable, but if more than 24 hours' notice is given then we will transfer your reservation to an alternative date; subject to availability.
- (iv) If for any reason Wroxham Barns need to cancel your booking; any deposit paid will be refunded in full.

9. Birthday Party Payments

- (i) Birthday party deposits are non-refundable.
- (ii) Any balance due must be settled in full within 5 days of the party date. If any monies remain unpaid, the party is at risk of cancellation and no refund will be given.
- (iii) If for any reason Wroxham Barns need to cancel your booking; all monies paid will be refunded in full.

10. Christmas Experience Tickets

- (i) Deposits taken for our Christmas Experience are non-refundable.
- (ii) If the balance is not paid in full by the time specified when booking the tickets, the booking is at risk of cancellation by Wroxham Barns. Any deposit paid will not be refunded.
- (iii) If for any reason, Wroxham Barns cancel your tickets; any deposit will be refunded in full.

11. Annual Passes – Terms & Conditions of use

- (i) By taking out a Wroxham Barns Annual Pass you accept these terms and conditions of use. Your Annual Pass entitles you to visit free any day we are open to the public excluding the Christmas Experience. Additional charges may apply for special Events at Wroxham Barns, and always for those out of usual opening hours. Extra charges and surcharges may also apply, for example for additional rides / attractions / elements of other events.
- (ii) An Annual Pass is only valid when used AND PRESENTED by the named Annual Pass holder as recorded on our Annual Pass system. Misuse will result in the Annual Passes being withdrawn.
- (iii) Each Annual Pass holder will be issued his or her own Annual Pass in their own name.
- (iv) Annual Passes are non-transferable and cannot be sold or given away to a third party.
- (v) Visitors under 16 years of age must be accompanied by an adult.

- (vi)) Events are subject to change without notice and no refunds are given should Wroxham Barns close due to circumstances beyond its control.
- (vii) We reserve the right to close Wroxham Barns to the public / Annual Pass holders for private events on an occasional basis. Notice will be given, onsite and via our website and social media channels.
- (viii) Annual Passes cannot be used in conjunction with any promotional offer or voucher.
- (ix) When applying for a Child's Annual Pass, an adult's name, address, mobile number and email address MUST be supplied for all correspondence.
- (x) All correspondence will only be sent to the lead adult name and address given on the application.
- (xi) A photograph of each Annual Pass holder will be required when you register for an Annual Pass and a copy held on our system for authorisation on entry. Please note the photo will only be used for the purpose of verification.
- (xii) Wroxham Barns reserves the right to amend the terms and conditions of Annual Passes.

12. Event Tickets

We will endeavour to ensure that special Events go ahead as per the schedule. However, we reserve the right, without prior notice, to change the programme of special Event tickets. Wroxham Barns in its absolute discretion reserves the right to close the whole or any part of the special Event / Wroxham Barns site at any time or to restrict the number of persons having access to the special Event / Wroxham Barns site.

The reason for any closure or restriction provided by this condition may include, but not limited to, the following – Covid-19 restrictions, technical or operational reasons, capacity, inclement weather, special events or to ensure the safety and security of visitors or staff or if Wroxham Barns reasonably considers the circumstances so require. If the special Event / Wroxham Barns site is closed for any of the reasons set out above, we reserve the right to offer substitute tickets for admission to Wroxham Barns on an alternative date.

Adult Entry Pumpkin Picking Event tickets do not include a PYO Pumpkin. Child Entry Pumpkin Picking Event tickets include a PYO Pumpkin where stated.

13. Summertime Passes – Terms & Conditions of use

Each Wroxham Barns Summer Pass allows the named individual to access Wroxham Barns for an unlimited number of times within the period the Summer time Pass is valid.

- (i) The Summertime Pass is only valid for day entry between 10am and 5pm.
- (ii) This Pass is only valid from 23 July to 2 September.
- (iii) You may use your day ticket to upgrade to a Summer Pass. The upgrade must be completed on the day that your day ticket is valid.
- (iv) This Pass is non-transferable and will be linked to a photo of the individual Summertime Pass holder.
- (v) Child Summertime Pass holders must be accompanied by a paying Adult or a Summertime Pass holding Adult.
- (vi) PLEASE NOTE: This Pass is not an Annual Pass and does not entitle the user to any benefits associated with an Annual Pass, however you may use this Pass to upgrade to an Annual Pass up

to 2 September 2024. The Summer Pass price will be discounted off the Annual Pass price when paid and the Annual Pass price will then run from the Summer Pass start date.

(vii) There are no refunds, we cannot offer any refund in the event of the Summertime Pass not being redeemed.

(viii) The Summertime Pass does not provide free admission or any discount to Special or Evening events.

14. Picnics & bringing your own food to Wroxham Barns

If you're planning on bringing a picnic, please head to one of our grassed areas to enjoy your food, at one of our picnic benches or to our covered seating areas near the fun park. We're sorry but your own food can't be eaten in our cafes.

15. Adult Supervision

Children must be supervised by an appropriate adult in and around all areas of the farm and fun park AT ALL TIMES. Wroxham Barns does not accept responsibility for the supervision of children. We're sorry but there's no admission to under 16s without an adult supervisor.

PLEASE NOTE that our attractions will vary due to seasonal events, nature, weather and ground conditions. If there is something you specifically wish to see, please do check with us before visiting!

PLEASE ALSO NOTE

Wroxham Barns team members have the right to be treated with dignity and respect at all times. AGGRESSIVE, ABUSIVE, VIOLENT, RUDE OR HARRASSING BEHAVIOUR – verbal or physical towards members of our team or any visitors IS NOT TOLERATED under any circumstances. Offending visitors will be required to leave the premises.

Our team members will apply Wroxham Barns rules, terms and conditions. If you have any concerns or queries in this regard, please do email info@wroxhambarns.co.uk.

We very much look forward to seeing you soon, thank you for your support.