

Dates

Selected dates from Friday 2nd December 2022

Times

Each session is 10 minutes long. Sessions take place at selected times between 1600 and 1900. Please ensure you arrive no more than 10 minutes before your booking to avoid congestion and overcrowding, this will ensure the safety of our customers and staff. Please note session times are staggered, and therefore your experience may not start at your booking time.

See www.brightlingseaharbour.org for specific times and dates.

How do I book?

Online at www.brightlingseaharbour.org

When can I book?

Tickets can be booked from 1st November 2022. Bookings must be made and paid for in advance.

How much does it cost?

£10.00 allows entry for a group of up to 2 adult and 1 child into the Santa's Grotto. To add additional children's tickets, you must purchase an additional ticket for £10.00. Anyone without an additional ticket will not be allowed to enter the grotto.

How long will I be in the Santa's Grotto for?

This year's Santa's Grotto will be a 10-minute session for each booking.

Am I allowed to bring more people than I booked for?

Booking allows entry for 1 child and up to 2 adults. No additional people will be allowed into Santa's Grotto apart from the booked group amount. Anyone attending on the day without a ticket will not be permitted entry to the Santa's Grotto.

What steps are you taking to ensure a safe environment?

At Brightlingsea Harbour, we are proud to have created an environment that is enjoyable, fun, and safe. Our customers and colleague's safety are our top priority and as such, our teams have worked hard to ensure that

we continue to help you and your family create magical memories, safely. To ensure safety, we have identified and assessed potential risks and implemented control measures. Your booked group have exclusive visitation of the grotto for your 10 minute slot.

What age is it for?

The Santa's Grotto at Brightlingsea Harbour is most suitable for children aged 2-8 years.

Can I bring my younger children along to watch?

Younger children are allowed into the Santa's Grotto room ONLY if an additional booking has been made which includes them in the group booking. Without prior booking online, any additional people, including younger children and adults, will not be allowed into the Santa's Grotto room.

Are parents and guardians allowed to watch?

Parents and guardians are allowed into the Santa's Grotto room (Max 2 Adults). Without prior booking online, any additional people will not be allowed into the Santa's Grotto room. There must be one adult present for each group booked.

What does this event include?

Meet Father Christmas, receive a gift straight from his workshop, take as many photos as you like, and post your letter into Santa's post box!

Menu

No food or refreshments will be allowed into the grotto.

Terms & Conditions

Please read our Terms and Conditions before booking your ticket(s). By purchasing ticket(s) for The Santa's Grotto at Brightlingsea Harbour you & your child(s) are agreeing to comply with our Terms and Conditions and voluntarily assume all the risks. All children must be accompanied by at least one adult and must remain under that adult's supervision at all times. The welfare and safety of all children therefore remains the full responsibility of the parent/guardian attending and not of Brightlingsea Harbour staff. Children attending together in the same group can be

supervised by one adult. In these circumstances there must be one adult per booking.

TICKETS

The Santa's Grotto at Brightlingsea Harbour is tailored for children aged 2-8 years. Bookings must be made by someone over 18. Every group booking must include at least one adult. Please note any person of any age who is not booked to attend Santa's Grotto will not be allowed entry to the room. One £10.00 ticket grants entry for 1 Child and up to 2 Adults into Santa's Grotto. The booking is valid for a single entry and is non-transferable and non-redeemable. Duplicate tickets will not be issued for lost or stolen tickets.

REFUNDS

Tickets purchased for Santa's Grotto are non-refundable.

MY BOOKING

Once you have completed your booking you will receive a confirmation email, including your booking reference number. You must present a copy of this confirmation on the day to permit your entry into the Santa's Grotto experience.

PRICE

£10.00 allows entry for 1 child and 2 adults. This is the minimum order and will apply for smaller groups. Anyone without an additional ticket will not be allowed to enter the room. Ticket package, rates and governing conditions are subject to change without notice

ENTRY TO THE SANTA'S GROTTO AT Brightlingsea Harbour

Please arrive no earlier than 10 minutes before your session to avoid congestion and overcrowding. Visits to the Santa's Grotto are staggered therefore your visit may not start at the time of your booking

ELF MEETING POINT

Children attending Santa's Grotto at Brightlingsea Harbour will be greeted by a Harbour Elf out the front of Brightlingsea Harbour Office (CO70AP). Late entry will result in a loss of the booking, and we will be unable to rearrange your ticket.

We reserve the right to ask guests to leave / refuse entry if we believe their behaviour is adversely affecting the pleasure of our other guests, or if it violates any rules, illegal activities or failure to comply with any security measures.

SPECIAL REQUIREMENTS

It is the parent's responsibility to inform us at the time of booking of any special educational needs or disabilities and we will ensure they are accommodated for.

PHOTOGRAPHY

You are welcome to bring your own camera to take photos of your special memories. Please note that any photos can only be for personal use and not commercial use.

Gift

We provide a gift that is suitable for ages 2-8 years. The gift can be altered by Brightlingsea Harbour at any time due to unforeseen circumstances. No gifts can be exchanged for alternatives or cash voucher.

LIABILITY

1. We will not be liable for any injuries, loss of personal possessions, other losses or damage of any kind. This is due to the fact that all children are under the supervision of parents/ guardians throughout the visit. We will not be liable or responsible for cancellation due to an event outside our control e.g., severe weather conditions, fire, flood, terrorist attack, and unexpected black out, electricity failure. If this happens, we will attempt to provide an alternative visiting time for you, but this cannot be guaranteed.
2. These terms and conditions shall be governed by and construed in accordance with the laws of the United Kingdom.
3. Brightlingsea Harbour Commissioners deem that these Terms and Conditions have been accepted by anyone making payment for Santa's Grotto online or to BHC staff. No variation to these Terms will be accepted unless agreed in writing by an authorised person of Brightlingsea Harbour Commissioners.