



Hamleys London  
Regent Street

### Dates

Selected dates from Saturday 21<sup>st</sup> November - Thursday 24<sup>th</sup> December 2020.

### Times

Each session is 15 minutes long. Sessions take place at selected times between 9am and 7:30pm. \*Please ensure you arrive no more than 5 minutes before your booking to avoid congestion and overcrowding, this will ensure the safety of our customers and staff. Please note to ensure effective social distancing, session times are staggered, and therefore your experience may not start at your booking time.

\*See <https://www.hamleys.com/explore-santas-grotto.irs> for specific times and dates.

### How do I book?

Online at <https://www.hamleys.com/explore-santas-grotto.irs>

### When can I book?

Tickets can be booked from Friday 16<sup>th</sup> October 2020. Bookings must be made and paid for in advance.

### How much does it cost?

£45.00 allows entry for a bubble of 3 people into the Santa's Grotto. This is the minimum order and will apply for smaller groups.

To add additional people to your bubble, you must purchase an additional guest ticket for £15.00 per person (applicable for all ages). Anyone without an additional ticket will not be allowed to enter the room.

The maximum amount of people in one bubble is 6, this must include one adult.

Bookings must be made and paid for in advance.

### What do you mean by bubble?

In line with government regulations surrounding COVID 19, to ensure the safety of our customers and staff this years Santa's Grotto will be a 15 minute session for each bubble. One bubble ticket allows entry for 1 - 3 people. If you wish to add additional people to your bubble you can do this at an additional charge per person. The maximum amount of people in a bubble is 6. No additional people will be allowed into Santa's Grotto apart from the booked bubble 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 comply with COVID-19 guidance?

At Hamleys, 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 in line with the latest Government guidance. As such, please be aware that this is subject to change.

Steps we are taking to manage the risk and comply with Government guidance include:

- To support the flow of customers in the store, we may ask you to follow a one-way system. As always, staff will still deliver exceptional customer service but maintain distance
- Rooms will be spacious to allow each bubble to maintain a safe distance from the Elf and Santa
- You will be required to wear a mask throughout the Santa's Grotto experience
- Sanitising stations will be positioned at key areas for customers to use
- Staff will be wearing protective equipment such as face coverings
- You will have your very own Elf, who will guide you through the Santa's Grotto experience
- You may enter your session later than your booking time, this is to ensure social distancing between groups
- You may be asked to explore the store first if you are early for your session, to avoid congestion and maintain social distancing
- When queuing for Santa's Grotto, you will be required to maintain a 2-metre distance



- Touchpoints within Santa's Grotto will be cleaned in between each session
- No more than 6 people will be allowed in Santa's Grotto at once
- Each session will be dedicated to your bubble, you will not mix with any other groups to ensure social distancing measures

### What age is it for?

The Santa's Grotto at Hamleys London suits ages 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 bubble booking. Without prior booking online, any additional people, including younger children, will not be allowed into the Santa's Grotto room. This is essential to comply with government COVID-19 guidelines and to create a safe and secure environment for everyone.

### Are parents and guardians allowed to watch?

Parents and guardians are allowed into the Santa's Grotto room ONLY if an additional booking has been made which includes them in the bubble booking. Without prior booking online, any additional people will not be allowed into the Santa's Grotto room. This is essential to comply with government COVID-19 guidelines and to create a safe and secure environment for everyone.

### What does this event include?

Meet the Hamleys Elves  
Story time in the Grotto  
Gift Bag  
Meet Santa himself

### Menu

No food or refreshments will be served during this experience.

### Terms & Conditions

#### INTRO

Please read our Terms and Conditions before booking your ticket(s). By purchasing ticket(s) for The Santa's Grotto at Hamleys you & your child(s) are agreeing to comply with our Terms and Conditions. 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 remain the full responsibility of the parent/guardian attending and not of Hamleys staff. \*Children attending together in the same group can be supervised by one adult. In these circumstances there must be one adult per four children.

#### TICKETS

The Santa's Grotto at Hamleys London is tailored for children aged 3-7 years. Bookings must be made by someone over 18. Every child must be accompanied by at least one adult. **Please note anyone who is not booked to attend The Santa's Grotto will not be allowed entry to the room.** One £45.00 bubble ticket grants entry for 1-3 people into Santa's Grotto. Any additional people that wish to be added to this bubble must be included in the booking at an additional £15.00 per person (applicable for all ages). There is a maximum number of 6 people per booking.

#### REFUNDS

Hamleys will be offering hassle-free refunds for Santa's Grotto bookings, to ensure the safety of our customers and staff. 48 hours notice must be given. For refunds please contact - 0371 704 1977 and press option 5.



### **CANCELLATION**

In light of the current situation with COVID-19 Hamleys will continue to monitor and assess the requirements and guidelines, notice of any cancellation will be provided to the booking contact. If Hamleys is required to cancel a Santa's Grotto event, a full hassle-free refund for the cost of your session will be given. This does not include any travel costs or other loss incurred. We reserve the right to postpone or cancel a visit to Santa's Grotto due to unforeseen circumstances.

### **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 you permit your entry into the Santa's Grotto experience.

### **PRICE**

£45.00 allows entry for a bubble of 3 people into the Santa's Grotto. This is the minimum order and will apply for smaller groups.

To add additional people to your bubble, you must purchase an additional guest ticket for £15.00 per person (applicable for all ages). Anyone without an additional ticket will not be allowed to enter the room.

The maximum amount of people in one bubble is 6, this must include one adult.

### **ENTRY TO THE SANTA'S GROTTTO AT HAMLEYS**

Please arrive no earlier than 5 minutes before your session to avoid congestion and overcrowding and ensure social distancing in the area. Visits to the Santa's Grotto are staggered as a result of COVID-19 to ensure safety of customers and staff, therefore your visit may not start at the time of your booking.

### **ELF MEETING POINT**

Children attending a slot prior to opening at Hamleys Regent Street will be greeted by a Hamleys Elf at the **entrance to the store**.

Anyone with a booking before store opening will not be able to shop or purchase items and will be guided to the store exit prior to opening.

Children attending **any other Santa's Grotto** at Hamleys London will be greeted by a Hamleys Elf in the Christmas Shop **on the 3<sup>rd</sup> floor**.

Late entry will result in a loss of the booking, and we will be unable to rearrange your ticket.

This special time of year Hamleys London can be particularly busy. We advise customers to take this into account when planning your visit.

We reserve the right to ask guests to leave if we believe their behaviour is adversely affecting the pleasure of our other guests.

### **SPECIAL REQUIREMENTS**

It is the parent's responsibility to inform us at the time of booking of any dietary requirements 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. No filming is allowed inside The Santa's Grotto.

### **RUNNING ORDER**

We reserve the right to change the order of events on any Santa's Grotto at Hamleys visit. Whilst we will always provide a fun range of creative and imaginative activities for children, we reserve the right to vary the range of activities, according to unforeseen circumstances. We provide a fun generic gift bag that is suitable for ages 2-8 years. The contents of the gift bag can be altered by Hamleys at any time due to unforeseen circumstances. No gifts can be exchanged for alternatives or cash voucher.

### **FEEDBACK**



We endeavour to provide the best possible experience at Hamleys. Please contact us via our customer service helpdesk <http://hamleys.com/contact-us.irs> (select 'Santa's Grotto option) if you would like to discuss your experience at Hamleys. Please discuss with us on the day where possible or contact us within a week of your visit. We regret that we may not be able to respond to your enquiry outside of this timeframe and we can only deal with feedback that is put in writing.

#### **LIABILITY**

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.