



**Hamleys intu Lakeside
Intu Lakeside Centre**

Dates

Selected dates from Saturday 23rd November - Tuesday 24th December 2019.

Times

Each session is **40 minutes** long. Sessions take place at selected times between 9am and 7pm.*

*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> In special circumstances bookings can also be made in store. Please ask to speak to a member of the Hamleys Experience Team.

When can I book?

Tickets can be booked from Thursday 19th September 2019 however priority booking can be made by customers who are signed up to our newsletter on Tuesday 17th September 2019. Bookings must be made and paid for in advance.

How much does it cost?

£20 per child. Bookings must be made and paid for in advance.

What age is it for?

The Santa's Grotto Workshop at Hamleys intu Lakeside suits ages 2-8 years.

How many children are allowed per session?

A maximum of 8 children per session.

Are parents allowed to watch?

Yes, we allow two parents or guardians into the room per child for The Santa's Grotto Workshop.

What does this event include?

Meet and play with the Hamleys Elves
Fun games & activities
Gift Bag
Meet Santa himself



Terms & Conditions

INTRO

Please read our Terms and Conditions before booking your ticket(s). By purchasing ticket(s) for The Santa's Grotto Workshop 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 Workshop at Hamleys Intu Lakeside is tailored for children aged 2-8 years. Bookings must be made by someone over 18. Every child must be accompanied by at least one adult, maximum of two. **Please note children who are not booked to attend The Santa's Grotto Workshop will not be granted entry to the room.** There is a maximum number of 8 children per booking. We regret that under no circumstances can tickets be refunded, however if you should wish to change the guest details we are happy to amend the booking with a minimum of 48hrs notice.

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

Intu Lakeside - £20

ENTRY TO THE SANTA'S GROTTA WORKSHOP AT HAMLEYS

Please arrive 15 minutes before your session is due to begin. Visits to The Santa's Grotto Workshop will start at the time specified on your booking confirmation*

ELF MEETING POINT

Children attending meetings with Father Christmas at Hamleys Intu Lakeside will be greeted by a Hamleys Elf at the **entrance to the store.**

Late entry will result in your child(s) missing out on some of the activities. 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

We do not offer a photography service. 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 Father Christmas experience.

RUNNING ORDER

We reserve the right to change the order of events on any Santa's Grotto Workshops 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 3-7 years. The contents of the bag includes a Hamleys Bear, Christmas decorations and Exclusive Christmas Book & can be altered by Hamleys at any time due to unforeseen circumstances. No gifts can be exchanged for alternatives or cash voucher. The Santa's Grotto Workshop at Hamleys is a group experience with up to 8 children. Each child will get to spend time with Santa.



CANCELLATION

Due to unforeseen circumstances, we reserve the right to postpone or cancel a visit to The Santa's Grotto Workshop at Hamleys. In the unlikely event of a postponing or cancelling we will not be liable for any travel costs or other loss incurred. We regret that under no circumstances can tickets be refunded, however you should wish to change the guest details we are happy to amend the booking with 48hrs notice. If a session receives less than 6 bookings we reserve the right to cancel it. In the unlikely event that this takes place, we will offer an alternative session for you to attend. Please contact our customer services department with any queries - (+44) 371 704 1977.

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 Workshop option) if you would like to discuss your experience. 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.