

## Dudley Zoological Gardens

### Terms & Conditions of a Santa Booking

**In entering into a transaction using the Dudley Zoological Gardens (DZG) Santa Visit online forms you do so on the basis of the following terms and conditions.**

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1. Bookings must be made online at least 24 hours prior to a visit.
2. Payment must be made in full at the time of booking.
3. No refunds allowed in the event of customer cancellation or no show by the customer on the date booked.
4. Changes to dates and times once booked are subject to alternative availability which may not always be possible.
5. Changes to booked numbers cannot be altered once a booking has been confirmed.
6. Your booked number of people will all see Santa at the same time and not individually.
7. A maximum of 2 adults per booking are admitted at £12.00 each. Any additional adults at £14.00 each.
8. If you miss your booked time slot due to late arrival we are unable to guarantee an alternative time – this will be subject to availability on the day.
9. The land train is subject to mechanical and weather conditions and may not be running on the day of your visit.
10. Santa presents cannot be exchanged or refunded.
11. Please allow at least 30 minutes after arriving to get to the Castle for your pre-booked time slot.
12. You will have a period of 30 minutes from your pre-booked start time in which to arrive at Santa's Grotto. We do not guarantee that you will see Santa at the exact time booked, there may be a short wait of up to 30 minutes.
13. Please **do not** arrive before your allocated time slot as this can cause delays for other visitors and you may be asked to return at the appropriate time.
14. If you encounter any problems or you require any advice regarding your purchase, please email [admin@dudleyzoo.org.uk](mailto:admin@dudleyzoo.org.uk). We regard the satisfaction of each and every customer as central to our business and will always give any customer feedback the highest priority.
15. As a condition to your use of this site you agree to indemnify us and hold us harmless in respect of all losses, damages, fees, costs and expenses (including legal expenses) which we may incur by reason of (a) your use of this site in any way not expressly authorised hereby; (b) any breach by you of copyright in this site or any material displayed in it or comprising part of it; and/or (c) any taxes (except corporate or profit taxes) or customs or import duties or postage costs we may incur in respect of any order you may make.
16. None of the above Terms & Conditions affects your statutory consumer rights.