

“A Magical Christmas Adventure” (Clifton Park) Customer Experience

1. Arrive at Clifton Park:

- a. We ask that all customers use the car park at Clifton Park, Doncaster Road, S65 2BH if possible.
- b. However there is alternative parking at Clifton Park, Clifton Lane, S65 2AA

2. Head to the Fun Park rides:

- a. Make sure you have your emailed ticket available (Either a print out or on your phone screen is fine).
- b. At the Fun Park rides entrance a staff member at the kiosk will ask you for your emailed ticket. And will issue you with your train ticket with the allocated time slot you’ve booked for catching the train. (Please ensure you check in at the Fun Park 30 minutes before your pre-booked train departure time).
- c. The Fun Park is available to you from 10:30 to 19:00 on the day of your booking, so when you’re not visiting the Workshop, why not enjoy the rides and mini golf as it’s all included in the ticket price.
- d. **Fun Park Ride Restrictions:**

Ride	Can Ride Unaccompanied	Need Accompanying by an Adult (16 & over)	Cannot Ride At All
Toon Train	90cm or more	Under 90cm	N/A
Log Fall Rollercoaster	120cm or more	90cm to 119cm	Under 90cm
Chairs	80cm to 150cm	N/A	Under 80cm & Over 150cm
Space Jets	90cm or more	Under 90cm	N/A
Dizzy Caterpillar	110cm or more	90cm to 109cm	90cm or less
Frozen Swing	105cm or more	80cm to 104cm	Under 80cm
Boat Ride	90cm to 150cm	N/A	Under 90cm & Over 150cm
Dodgems	120cm or more	80cm to 119cm	Under 80cm
Space Chase	90cm or more	Under 90cm	Babies in arms
Go Gator	90cm or more	Under 90cm	Babies in arms

Management reserves the right to close any ride at any time during the event.

- 3. Head to the Land Train Pick Up Area at least 10 minutes before your allocated time :**
 - a. Once you get to the train pick up area, you will be directed by the train conductor to wait until called forward to board the train.*
 - b. Once called forward, you can then board the train ready for your trip to meet Santa at his Grotto.*
- 4. Enjoy your ride to the Grotto and your time inside the Grotto:**
 - a. The train will drive inside of the Grotto, where all customers will remain seated to meet Santa in order to reduce the risk of any Coronavirus (Covid-19) transmission between passengers.*
 - b. Enjoy the antics of Santa's silly elves, whilst you wait for Santa himself to come to your row on the train.*
 - c. Speak to the man himself. Santa will spend time with each family and will be happy to answer any questions the youngsters may have and to establish if they are on the naughty or nice list.*
 - d. Santa will give a gift to every child on the train.*
- 5. Travel back to the Fun Park rides:**
 - a. However, please remember the Fun Park is open to you from 10:30 to 19:00 on the day of your booking. So if there's time, feel free to spend some time in the Fun Park.*

Note: If the event has to be cancelled due to Coronavirus (Covid-19) Restrictions

If due to Coronavirus (Covid-19) restrictions imposed on us by Rotherham Metropolitan Borough Council or central government we have to cancel the event, we will refund you in full back onto the payment card you used for the original transaction. Please note our payment processor takes 5 to 10 working days to complete a refund.

We hope you enjoy your time with us. And we hope we will see you again in the future!!

Stay safe and have a Merry Christmas

