



Booking terms and conditions

- Bookings
 - The price per child is £9.99 and the price for an adult ticket is £1.99.
 - There must be at least one adult ticket and one child ticket per booking with a maximum of two adults per child.
 - Please ensure you purchase tickets for all children and all adults who will be joining you on your Pixie Manor experience as our Team are unable to issue additional tickets on the door.
 - Due to the nature of this event we recommend that it is suitable for children aged between 3 - 8 years of age. If you would like to bring a child along under this age, it is at your discretion.
 - Please note that we are unable to transfer bookings unless it is an exceptional circumstance, in this event an admin fee of £5.00 will be charged. Please ensure that you are confident in being able to fulfil your booking before completing the purchase of your tickets.
- Arrival:
 - Please aim to arrive 10 minutes prior to your session.
 - The Pixie Manor experience lasts approximately 45 minutes.
- Prams:
 - Please be aware that prams and pushchairs are not allowed in Pixie Manor, please leave them in the buggy park by the entrance. Personal belongings are left at your own risk.
- Refunds:
 - If we find it necessary to close the event for any reason we will offer you a full refund or the option to book in to an alternative session (subject to availability).
 - If you are late for your allocated time or cannot make your session for any reason, unfortunately we cannot offer a refund.
 - Unfortunately we cannot change session times and cannot provide refunds for sessions missed.
- Photos:
 - Personalised Pixie Manor photographs and gift items are available to purchase on exiting the event and are subject to a processing time of up to 15 minutes at peak periods. Please check all photo products before you leave to check you are happy with the layout. Unfortunately we cannot offer refunds or re-take photos after you have left the experience.
- Gifts:
 - If your gift is broken or damaged please let us know within 48 hours and we will provide a replacement gift.

Code of conduct

- Please remain in each room of Pixie Manor until advised to move on by a Fairy.
- Do notify a Fairy immediately if you are hurt or see anyone injured
- Do notify an Fairy if you notice any dangerous behaviour
- Do note that abusive or anti-social behaviour will not be tolerated and will result in immediate expulsion from the event
- Do not smoke, drink or eat in Pixie Manor
- Do not drop litter in Pixie Manor
- Do obey Fairies in case of any emergency
- Do not return to Pixie Manor if any alarms have been raised, follow all Fairy directions
- Do report to the Fire Assembly Point by St Botolph's Church, at the top of the main car park
- Do tell your child, if separated, to find the nearest Fairy and stay with them at all times
- Do not congregate or block up any of the fire exits
- Do not play with or move any displays or equipment.