

**Please see below our terms and conditions specific to John Lawsons Circus. Additional terms and conditions relating to Millets Farm Centre as a whole can be found on our website under FAQ's.**

***Booking conditions:***

- Toddlers and babies under 2 years old do not require a ticket and may sit on the lap of a full paying adult
- Please be aware there are some circumstances beyond our control that might mean we have to cancel a show. In the event that we are unable to put on a show we will contact all customers by email in advance of the show and arrange to move the booking to a different show or offer a full refund.
- Carers tickets will be allocated according to our Carers policy – please see the FAQ page on our website for further details.

***On entry:***

- On arriving at Millets Farm Centre follow the signs for the designated Circus car park. This can be found by following the drive round to the right toward the garden centre and taking the first right through the gateway into the overflow car park field. The Big top is located in the far field in the top right hand corner.
- The Big Top door will open 20 minutes before the start of the show.
- You will need to have your full booking confirmation email printed out or ready to show on your smart phone or device on entering the tent.
- Please arrive in plenty of time. Seating is not allocated and is first come first serve basis.
- To adhere to fire regulations, pushchairs must be left in the big top entrance foyer and are not permitted around the seating.
- If you require disabled/wheelchair access and seating, please email us in advance on [bookings@milletsfarmcentre.com](mailto:bookings@milletsfarmcentre.com) to book your place as spaces are limited.

***Conduct in the tent:***

- All children under 16 years old are required to be supervised fully during the show by an adult over the age of 18 years.
- As with all good shows there will be flashing/strobe lights, a smoke machine, water and loud noises and younger children may prefer to wear ear defenders.
- No smoking in the Big Top.
- No dogs, with the exception of service dogs, are allowed in the Big Top.

### *What if we can't make our booking?*

- Pre-booked tickets are non-refundable and are valid for the session they have been booked for only.
- If you let us know by emailing [bookings@milletsfarmcentre.com](mailto:bookings@milletsfarmcentre.com) that you are not able to attend **BEFORE the start** of your pre-booked session. We can then transfer your entire booking to an alternative session subject to availability.
- Include in your email your booking reference, reason for amendment, and the date you'd like the booking moved to in order for us to process this. Please allow up to 72 hours for any ticket amendments to be actioned.
- Unfortunately, we are unable to move only part of a booking.
- We are only able to make 1 free of charge session change per booking. If you are not sure what date you would like to move your session to, we can hold your tickets but they must then be used before the close of the event this year.
- If you would like to move the booking for a second time there would be an administration cost of £5.00

*Updated 18/08/23*