

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

### **John Lawson Circus SEN session Specific Terms & Conditions:**

#### ***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 are available for this performance (1 per booking - proof of ID will be required to be shown on arrival.)
- *Any additional carers tickets will be allocated according to our Carers policy – please [click here](#) for 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, allowing time to park and walk up to the Big Top tent.
- Seating is not allocated and is done on a 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 [enquiries@milletsfarmcentre.com](mailto:enquiries@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.
- The big top will have a lower capacity (half our usual capacity) and quieter music for each acts performance. There will be no flashing lights or strobes, no smoke or water however as part of the show the big top will be in darkness prior to the start of some of the acts.
- The show usually features some gentle audience participation, with visitors closer to the front tending to be chosen for this!

- Younger children may prefer to wear ear defenders.
- No smoking or vaping in the Big Top.
- No dogs, with the exception of service dogs, are allowed in the Big Top. Assistance dogs should be supervised and kept under your control throughout your visit, remaining on a lead and wearing the appropriate tabard or harness.

### *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, so please bear this in mind if booking for a large group.
- 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