

Wizard of Oz Specific Terms & Conditions:

Booking conditions:

- 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.
- Children must be accompanied by a responsible paying adult over 18.
- All accompanying adults and children over 18 months old require a ticket.
- Toddlers and babies under 18 months old do not require a ticket and may sit on the lap of a full paying adult.

On entry:

- Doors will open 15 minutes before the start of the show.
- Seating is not allocated and is on a first come, first served basis.
- Please ensure you have a full copy of your booking confirmation available to view on your smartphone as we cannot just accept the reference code. You can also screenshot your booking QR code.

Conduct during the show:

- All children under 16 years old are required to be supervised fully during the show by an adult over the age of 18 years.

What if we can't make our booking?

- All tickets are non-refundable.
- You can log into your online account to change your own booking. Any changes must be made before the start of your booked session.
- Alternatively, if you let us know by emailing **bookings@milletsfarmcentre.com** that you are not able to attend **BEFORE the start** of your pre-booked show, we can look to transfer your entire booking to an alternative showing, 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.
- 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 will be an administration cost of £5.00.