

# Jim Cronin Memorial Fund



Charity No 1126939

Santa Claus is very pleased to be returning to Monkey World – Ape Rescue Centre again this year, there are however, just a few terms and conditions you will need to be aware of before you visit.

1. The Santa's Grotto experience at Monkey World – Ape Rescue Centre is organised and operated by the Jim Cronin Memorial Fund, Reg Charity No 1126939 with 100% of the proceeds going to the charity.
2. The Santa's Grotto experience is operational on the following dates and times 17<sup>th</sup> – 21<sup>st</sup> December 5pm – 7.30pm.
3. Tickets for the Santa's Grotto experience at Monkey World can only be pre-booked and must be paid for in full at the time of booking.
4. The Santa's grotto experience cannot be booked online, to book your tickets please contact us on 01929 462487.
5. Tickets for the Santa's Grotto Experience are non-refundable and non-transferable.
6. The Santa's grotto experience does not include entrance to Monkey World – Ape Rescue Centre and the Park will be closed to the general public when the grotto is in operation.
7. Ticket holders are requested to arrive a minimum of 10 minutes before the time allocated, please note: it may not be possible to accommodate late comers.
8. If you have tickets to the Santa's Grotto Experience and are planning to visit Monkey World – Ape Rescue Centre on the same day, you will not have to vacate the park at closing time, but we would kindly request you make your way to the Treetops Cafeteria to wait for your visit to the grotto.
9. Every possible effort is made to ensure that gifts from Santa are suitable for each child.
10. Lost, unwanted and damaged gifts cannot be replaced or exchanged.
11. The journey through the park to the grotto is by golf buggy, to ensure the safety of all passengers, prams and infant buggies are not permitted, however safe storage will be provided prior to boarding the buggy.
12. Please Note, access to the Grotto is via three steps and as such is not wheelchair accessible.
13. Photographs will be taken throughout this event and will be available to ticket holders after the event by contacting us on [fundraising@jimcroninmemorialfund.org](mailto:fundraising@jimcroninmemorialfund.org)
14. Photographs taken at the Santa's grotto experience will be featured in the events gallery on the website at [www.jimcroninmemorialfund.org](http://www.jimcroninmemorialfund.org) and may also be used in the charities newsletter.
15. Ticket Holders may take their own photographs throughout this experience.
16. Children must have adult supervision at all times.
17. The management reserve the right to refuse admission.
18. If for any reason we are unable to operate the Santa's Grotto experience due to unforeseen circumstances (e.g. extreme weather) guests will be notified at the earliest opportunity. However, if the experience remains open during such circumstances, refunds will not be given.