

Santa's Toy Mine 2021

Terms and Conditions of Ticket Sales

- Santa's Toy Mine is an underground adventure attraction. Please note that areas of this tour will be dark.
- For Covid safety reasons there will be no dwell time on site and your group size will be in a reduced capacity.
- For Covid safety reasons there will be no dwell time on site. I.e. you will not be permitted to visit the exhibitions and there will be no additional activities provided by A Welsh Coal Mining Experience at Rhondda Heritage Park. The café and Craft of Hearts will remain open.
- All persons entering the attraction must pay for admission or hold a valid ticket with the exception of those aged 18 months and under. Children aged 18 months and under go free and will receive an age appropriate gift from Santa.
- Great care has been taken when selecting a good quality gift and this has been split into two age categories - under 3 years, and over 3. This is the age specified by the manufacturer of the products. It is the responsibility of the parent / guardian to supervise children whilst using their gift from Santa.
- Tours will leave on time and it is vital ticketholders arrive at the venue with enough time to check in and depart on your tour on time. Late arrivals **Will Not** be permitted to go on the tour once the tour has started. No refunds will be issued for non-attendees or missed tours.
- Ticket sales are final and are non-refundable and non-transferable. Inevitably, bad weather can affect any event. If we have to cancel the event as it is unsafe to proceed, visitors will be offered an alternative date/time if applicable. A refund will only be offered if A Welsh Coal Mining Experience at Rhondda Heritage Park cancels the event. See separate note on Covid below.
- Please arrive a minimum of 10 minutes before your tour time. Should you arrive earlier than 10 minutes before your tour you will need to remain in your vehicle until 10 minutes before your tour start time. At this time you may enter the visitor centre to check in.
- For the safety and comfort of all guests, you should be in good health and free from heart, breathing, back, neck problems, motion sickness or other conditions that could be aggravated by the attraction's environment. Special effects are used in the attraction such as flash lighting. Those who may be affected by these conditions should not attend.
- Any persons entering the attraction may be searched or have any bags/personal belongings searched by authorised personnel on entry or at any time. Failure to submit to any requested search by authorised personnel will lead to refusal of admission and/or ejection from the event.
- Unnecessary noise or any behaviour likely to cause distress, confusion or nuisance or affect the safety of the other guests or staff is not permitted in any part of the attraction.
- Smoking (including the use of e-cigarettes) is strictly prohibited.
- Animals are not permitted in the attraction except for guide and assistance dogs.
- The consumption of alcohol is strictly prohibited. Anyone who appears to be under the influence of alcohol will not be permitted access to the attraction.
- Sanitisation units available throughout the site at relevant entry/exit points.

- Please adhere to Covid guidelines on site.
- Additional on-site attractions such as Craft Classes and Chocolate Workshops are arranged by third party suppliers. A Welsh Coal Mining Experience at Rhondda Heritage Park does not take any responsibility for these activities. Bookings need to be made directly with the suppliers.
- Though every effort will be made to deliver the experience as advertised there may be times where this is not possible. A Welsh Coal Mining Experience at Rhondda Heritage Park reserves the right to amend, change or alter the tour element of the attraction without prior notice.
- A Welsh Coal Mining Experience at Rhondda Heritage Park reserves the right to refuse admission to the attraction, ban from entry to the attraction, or remove from the attraction without any right to a refund any person who breaches these terms and conditions.
- Should the attraction have to close due to developing COVID-19 restrictions A Welsh Coal Mining Experience at Rhondda Heritage Park will give as much advance notice as possible and issue a full refund where applicable.
- You should not attend this event if you are showing symptoms of COVID-19, come into contact with someone who has COVID-19 or have been asked to isolate by NHS track and trace.
- All adults on tour will be required to wear a face covering or mask unless medically exempt whilst within the visitor centre and on tour.

COVID Refund policy:

- A full refund will be issued should any of the following happen:
 - You have tested positive for COVID 19 and are unable to attend due to isolation.
 - You have been contacted by Track and Trace and instructed to isolate.
 - Local lock down restrictions prohibit you from attending the event.
 - Welsh Government guidelines change resulting in the event having to be cancelled or delayed.

For your peace of mind:

Welsh Government regulations require the event organiser to undertake a specific assessment of the risk of exposure to coronavirus at the event premises. This is in order to minimize that risk. In carrying out our risk assessment, we consult with persons working on the premises and put in place all reasonable measures, including social distancing, paying particular attention to venue/site pinch points which may provide greater opportunity for transmission.

For those higher risk areas where social distancing may be more difficult, e.g. the lift, we as the organiser ensure that additional mitigations are put in place, i.e. speeding the lift up and ensuring masks are worn and/or providing alternative access. While mitigations will be specific to the event and venue, we will include full staff and attendee data collection on site for NHS Test, Trace and Protect. This will be in line with Welsh Government guidelines at the time of the event. There will be robust pre and on-site event communications with your group. Signage and floor markings will remain in place to reiterate the need to maintain social distancing where possible.