



## TERMS & CONDITIONS

### Your commitment to us

1. When you confirm your purchase, you are accepting that these terms and conditions form the basis of any contract between Manorafon Farm Park and yourself.
2. No contract exists between you and Manorafon Farm Park for the sale of any ticket/item until we have received and accepted your order and received payment in full. Once cleared funds are received, there is a binding contract between us.

### Online Security

1. To ensure that your online shopping experience is secure, your credit / debit card details will be encrypted on a secure server to minimize the possibility of someone being able to read them as they are sent over the Internet.

### Limitation of Liability

1. Manorafon Far Park total liability for in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of this agreement shall be limited to the price paid for the goods.
2. The limitation on any exclusion from liability contained in these conditions shall be subject to the provisions of section 2(1) of the Unfair Contract Terms Act 1977.
3. Manorafon Farm Park will not be liable in any amount for failure to perform any obligation under this agreement if such failure is caused by the occurrence of any unseen event beyond its reasonable control including without limitation Internet and Communication outages, fire, flood, war or act of God.

### Severance

1. If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall remain in force.

### Your Privacy

1. Manorafon Farm Park is committed to protecting your privacy. Details of our personal data processing is outlined in our Privacy Policy
2. When you confirm your purchase, you are accepting that these terms and conditions form the basis of any contract between Manorafon Farm Park and yourself.

## TICKETS

### Prices

1. All ticket purchases are subject to a non-refundable booking fee.
2. The description and price of tickets you order will be shown on the Manorafon Farm Park website at the time you place your order. Prices are in UK Sterling and inclusive of any applicable taxes. There are no surcharges and once you have paid, we will not increase the price of your tickets.

3. Prices displayed on the website are subject to change without notice. We accept most major credit and debit cards in partnership with our payment gateway.

### **Cancellation by you**

1. Tickets are non-refundable. In the event that you are unable to visit please contact us 48 hours before your booking, every effort will be made to transfer your tickets to an alternative date. Cancellations made 47 hours or less in advance of your booking are non-transferrable.

### **Cancellation by us**

1. If we are unable to open or honour your booking due to our own negligence a full refund (including booking fee) will be provided.
2. In the event of any unforeseeable event beyond our reasonable control we may be required to close. Including, without limitation fire, flood, war, pandemic, governmental lock down or act of god. In such circumstances, your booking fee is non-refundable. Your tickets will be transferrable or at your request, refunded.

### **Terms & Conditions of uses**

1. Tickets purchased online may not be used in conjunction with any other special offer, promotions or vouchers.
2. Online tickets cannot be used in relation to any Manorafon Farm Park group booking or birthday party.
3. Following the purchase of your Digital Ticket no refunds can be given, and you are not able to cancel your tickets or resell them.
4. Any discounts or offers online are available for limited quantities and periods only and shall not be available on bookings made in person.
5. Entry is only permissible when the Manorafon Farm Park Digital Ticket is printed out or the Booking Reference Number is given.
6. All persons covered by the Manorafon Farm Park Digital Ticket must enter the attraction at the same time.
7. Tickets purchased online are only valid for the date for which they were purchased. Should they be used on dates other than that for which they were purchased, Manorafon Farm Park reserve the right to refuse entry.
8. If 'Student' or 'Carer' tickets are purchased online, Manorafon Farm Park reserve the right to ask for proof of status.
9. No Digital Ticket may be resold.
10. If the Manorafon Farm Park Digital Ticket/Booking Reference Number is scanned and shows that it has already been redeemed then entry will be refused.
11. Any queries should be put in writing to the Manager at Manorafon Farm Park, Llanddulas Rd, Abergele, Conwy, LL22 8ET.

## **ANIMAL ADOPTION PACKAGES**

1. We cannot be held liable for any delivery delays following dispatch.
2. Please note, we can only send out adoption packs to addresses within the UK.
3. We cannot guarantee your adopted animal will be visible on the day you visit.
4. All adopted animals remain the property of our farm which reserve the right to move them to other establishments as may be necessary.
5. Adoptions are valid for one year from date of purchase.

## GIFT VOUCHERS

1. Gift Vouchers are valid for up to 12 months from the date of purchase. The expiry date will be clearly displayed on the front of the E-Gift Voucher in any event.
2. Gift Vouchers cannot be exchanged for cash value and are not for resale.
3. Gift Vouchers can only be used for the purchase of online admission tickets, adoption packages or merchandise. At this time we cannot accept gift vouchers at the farm park for the purchase of food or goods.
4. Once you have purchased a Gift Voucher and have received Confirmation, please allow up to 7 days for the Gift Voucher to arrive by post. Delivery may be longer around busy periods such as Christmas. We shall not be held liable for any delays in delivery once dispatched.

## MERCHANDISE

1. Refunds and replacements are available for faulty merchandise only, provided it is returned to us within 28 days of purchase with a valid receipt. This does not affect your statutory rights.
2. Merchandise purchased online: Once you have purchased and have received confirmation, please allow up to 7 days for your item to arrive by post. Delivery may be longer around busy periods such as Christmas. We shall not be held liable for any delays in delivery once dispatched.