

**Hamleys Glasgow  
St Enoch Centre**

#### **Dates**

Selected dates from Saturday 25<sup>th</sup> November - Sunday 24<sup>th</sup> December 2017.

#### **Times**

Each session is 60 minutes long. Sessions take place at selected times between 9am and 6pm.\*

\*See <http://www.hamleys.com/mfc> for specific times and dates.

#### **How do I book?**

Online at <http://www.hamleys.com/mfc>.

In special circumstances bookings can also be made in store. Please ask to speak to a member of the Hamleys Experience Team.

#### **When can I book?**

Tickets can be booked from Thursday 14<sup>th</sup> September 2017 however priority booking can be made by customers who are signed up to our newsletter on Tuesday 12<sup>th</sup> September 2017. Bookings must be made and paid for in advance.

#### **How much does it cost?**

£25 per child. Bookings must be made and paid for in advance.

#### **What age is it for?**

Meet Father Christmas at Hamleys Glasgow suits ages 2-8 years.

#### **How many children are allowed per session?**

A maximum of 14 children per session.

#### **Are parents allowed to watch?**

Yes, however, we can only allow strictly **one adult per child** in the party room at a time. Additional adults will be granted entry but we will insist that only **one adult per child** is in the room at any one time. This is due to space restrictions. If more than one adult per child wishes to attend they must swap in and out of the room. This will allow everyone attending to be involved in the event with their child. This also ensures that every child has space to enjoy an extra-special Christmas experience.

#### **What does this event include?**

The Hamleys Elves  
Fun games & activities  
Write & post your Christmas wish list to the North Pole  
Balloon & sticker  
Gift Bag  
Meet Father Christmas himself  
Scrumptious snacks

#### **Menu**

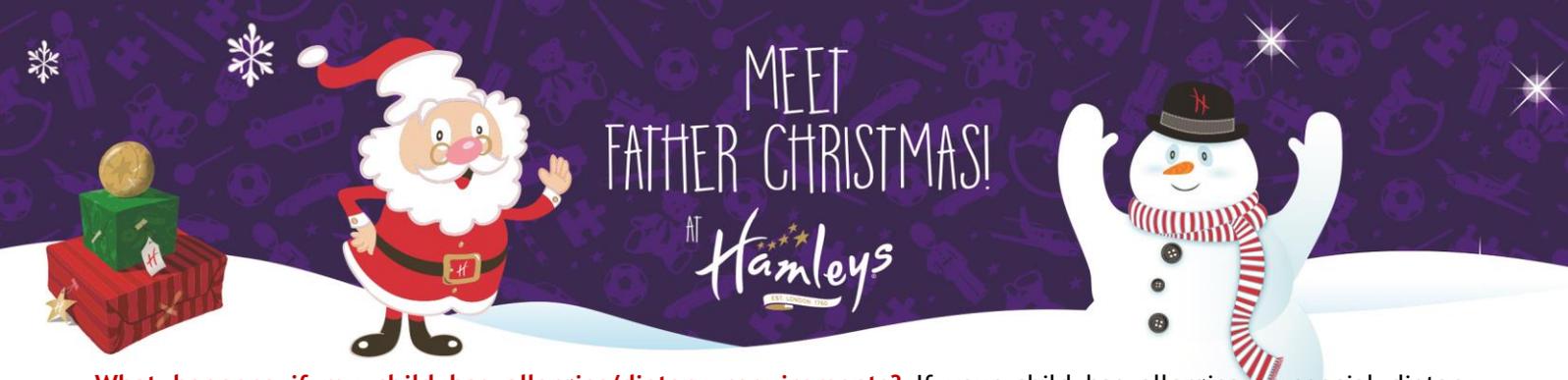
- **All sessions that begin before 12pm** - Christmas tree shaped toast, Pancakes, Mini sausages, Hash browns, Festive biscuit, Diluting Juice
- **All sessions that begin after 12pm** - Slices of pizza, Christmas Tree shaped sandwiches (Chocolate spread & ham), Chicken nuggets, Chips, Festive biscuit, Diluting juice

Is the food hot? Yes. However some elements of the pre-12pm menu will not be hot.

Can I change items on the menu? No

Can I bring my own food? Only in exceptional circumstances and we must be notified and authorisation must be given prior to attending the session.

Is the meat halal? No, but arrangements can be made to cater for this if this is outlined in the booking.



**What happens if my child has allergies/dietary requirements?** If your child has allergies or special dietary requirements please make a note on your booking form and we will make the appropriate arrangements where possible.

## Terms & Conditions

### INTRO

Please read our Terms and Conditions before booking your ticket(s). By purchasing ticket(s) to Meet Father Christmas at Hamleys you & your child(s) are agreeing to comply with our Terms and Conditions. All children must be accompanied by one adult and must remain under that one adult's supervision at all times.\* The welfare and safety of all children therefore remain the full responsibility of the parent/guardian attending and not of Hamleys staff. \*Children attending together in the same group can be supervised by one adult. In these circumstances there must be one adult per four children.

### TICKETS

Meet Father Christmas at Hamleys Glasgow is tailored for children aged 2-8 years. Bookings must be made by someone over 18. Every child must be accompanied by one adult. **Please note children who are not booked to attend Meet Father Christmas will not be granted entry to the room.** There is a maximum number of 14 children per booking. We regret that under no circumstances can tickets be refunded, however if you should wish to change the guest details we are happy to amend the booking with a minimum of 48hrs notice.

### MY BOOKING

Once you have completed your booking you will receive a confirmation email, including your booking reference number. You must present a copy of this confirmation on the day you permit your entry into the Father Christmas experience.

### PRICE

Glasgow £25

### ENTRY TO MEET FATHER CHRISTMAS AT HAMLEYS

Please arrive 15 minutes before your session is due to begin. Visits to Father Christmas will start at the time specified on your booking confirmation\*

### ELF MEETING POINT

Children attending meetings with Father Christmas at Hamleys Glasgow will be greeted by a Hamleys Elf at the Tales and Fables area in the store.

Late entry will result in your child(s) missing out on some of the activities. We reserve the right to ask guests to leave if we believe their behaviour is adversely affecting the pleasure of our other guests.

### SPECIAL REQUIREMENTS

It is the parent's responsibility to inform us at the time of booking of any dietary requirements or disabilities and we will ensure they are accommodated for.

### PHOTOGRAPHY

We do not offer a photography service. You are welcome to bring your own camera to take photos of your special memories. Please note that any photos can only be for personal use and not commercial use. No filming is allowed inside the Father Christmas experience.

### RUNNING ORDER

We reserve the right to change the order of events on any Meet Father Christmas at Hamleys visit. Whilst we will always provide a fun range of creative and imaginative activities for children, we reserve the right to vary the range of activities, according to unforeseen circumstances. We provide a fun generic gift bag that is suitable for ages 2-8 years. The contents of the bag includes a Hamleys Bear, Christmas Decoration, Exclusive Christmas Book and Colouring Pencils & can be altered by Hamleys at any time due to unforeseen circumstances. No gifts can be exchanged for alternatives or cash voucher. Meet Father Christmas at Hamleys is a group experience with up to 14 children. Each child will get to spend time with Father Christmas.



#### **CANCELLATION**

Due to unforeseen circumstances, we reserve the right to postpone or cancel a visit to Meet Father Christmas at Hamleys. In the unlikely event of a postponing or cancelling we will not be liable for any travel costs or other loss incurred. We regret that under no circumstances can tickets be refunded, however you should wish to change the guest details we are happy to amend the booking with 48hrs notice. If a session receives less than 6 bookings we reserve the right to cancel it. In the unlikely event that this takes place, we will offer an alternative session for you to attend. Please contact our customer services department with any queries - (+44) 371 704 1977.

#### **FEEDBACK**

We endeavour to provide the best possible experience at Hamleys. Please contact us via our customer service helpdesk <http://hamleys.com/contact-us.irs> (select 'Meet Father Christmas option) if you would like to discuss your experience Meeting Father Christmas at Hamleys. Please discuss with us on the day where possible or contact us within a week of your visit. We regret that we may not be able to respond to your enquiry outside of this timeframe and we can only deal with feedback that is put in writing.

#### **LIABILITY**

We will not be liable for any injuries, loss of personal possessions, other losses or damage of any kind. This is due to the fact that all children are under the supervision of parents/ guardians throughout the visit. We will not be liable or responsible for cancellation due to an event outside our control e.g. severe weather conditions, fire, flood, terrorist attack, and unexpected black out, electricity failure. If this happens, we will attempt to provide an alternative visiting time for you but this cannot be guaranteed.