



## Mad Hatter's Crazy Golf

### Frequently Asked Questions!

**Is there car-parking?** There is plenty of free car-parking available on site. Please be aware that the car park may get busy at peak times so we would advise arriving at the Garden Centre 30 minutes prior to your booking.

**How long does it last?** The golf experience can last up to approximately 45 minutes.

**Are there disabled facilities?** Disabled car-parking and toilets are available. There are some areas of the course with limited access. Please contact us to discuss your needs and we will make every effort to accommodate you.

**Can I bring a push chair?** It is possible to bring a push chair to the Garden Centre but it will need to be left at the designated area by the course. Millbrook accepts no responsibility for personal belongings.

**Are all tickets the same price?** All tickets cost £3 per person. No entry will be allowed to the event without a valid order confirmation email (print out, electronic copy) or a valid Ticket Reference Number.

**I cannot make the time I have booked can I exchange it?** Where possible we will exchange tickets for an alternative date or time up to 48 hours prior to your booking time depending on ticket availability. No refunds or time extensions will be made for late arrivals or non-arrivals. If you would like to request an exchange within the above timescales, please email [online@millbrookgc.co.uk](mailto:online@millbrookgc.co.uk) quoting your booking reference and surname.

**Will I be able to purchase food and drink?** No food or drink is allowed on the course. There will be food and drink available to purchase before or after in The Mill during the normal opening hours. Tonibell Ice Cream will be located next to the course too serving soft ice cream!

**Can I take photographs?** Yes you are welcome to take photos of your experience – don't forget to check out our FREE Mad Hatter's photo booth area too.

**I am a carer, do I have to pay for a ticket?** Please contact the centre if you wish to visit to discuss your needs. We will arrange to take payment and issue you a ticket. We allow 1 carer per child, all children must have a valid ticket.

### **Booking rules and information:**

If you or your household members have any of the symptoms of Covid-19, please do not come to the event. **At least one of your party must be aged over 18.** Children must be accompanied by an adult at all times. Groups are limited to a maximum of 4 people. No food, drink or dogs allowed on the course. Clubs will be provided on your arrival. Please allow up to 45 minutes to complete the course. Please ensure you arrive a few minutes before your tee time. If you are late, unfortunately you risk forfeiting play and no refund will be offered. In the event you are unable to attend your session we are unfortunately unable to offer refunds, however, we will try to accommodate you with an alternative session (subject to availability). If we have to close the course due to extreme weather or staff isolating issues we will offer you an alternative session (subject to availability). Please look out for updates on our social media page. The course is not open on Saturday 7th August.