

FREQUENTLY ASKED QUESTIONS



WHAT IS THE ADDRESS OF THE VENUE?

The Manor Barn
Washpit Lane
Harlton, Cambridge
CB23 1EY

What Three words: [impulsive.aware.purple](https://w3w.co/impulsive.aware.purple)
<https://w3w.co/impulsive.aware.purple>

WHAT IS THE START AND FINISH TIME?

The event opens at 7pm. The event finishes at 10pm.

TICKETS MUST HAVE BEEN PURCHASED IN ADVANCE AND CANNOT BE PURCHASED ON THE DOOR.

If a child's name is not on our list we cannot allow entry and immediate collection will be required.

Please be aware that many other children will also be being dropped off at the same time. Please share lifts where possible to minimise the number of vehicles on site and take great care when entering and leaving the car park. Any children coming to the event remain your responsibility until they have been officially 'checked-in'.

You may collect your child at 10pm from the main entrance. Adults will NOT be allowed to enter the venue, please wait outside and we will do our best to ensure all children are exited quickly, but above all, safely.

Please note, children will ONLY be allowed to leave when they indicate to a volunteer adult that they can see the adult they know is collecting them. If the child seems in any way unsure, we will not allow them to leave until we have spoken to their emergency named contact.

WILL THERE BE FOOD AND DRINK?

Yes! We will have some child-favourite snacks available throughout for them to help themselves.

Water is available for the children to fill their own NAMED water bottles.

Included in the ticket price, are 2 'tuck shop' vouchers. Our tuck shop will have sweets, chocolates, crisps and soft drinks available. Children may then purchase more with their own money if they wish to, no more than £5.00 and all coins please.

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WILL THERE BE A CLOAKROOM?

Yes, there is a cloakroom to check items in/out but we still advise they bring as few items as possible. All items should be named. Lost property will be held for 5 days only, after the event.

CAN I COLLECT MY CHILD BEFORE 10PM

If you need to collect your child before 10pm, please ensure your child is aware and knows to come to the main entrance/exit at that time. A volunteer will sign them out and back over to an adult.

We cannot accommodate early collections if the child does not come to this meeting point as we are unable to allow unauthorised adults to enter the premises to locate them.

IN CASE OF EMERGENCY DURING THE EVENT

If you need to contact a member of staff present at the event urgently, please call Paula Banks on 07477786900.

CAN I CANCEL MY TICKET AND GET A REFUND

Because we have to invest in items ahead of time and due to the event being for a charitable cause we are unable to process any refunds for tickets purchased. We are sorry for any inconvenience caused.