

## **CHRISTMAS AT NEW LANARK 2025**

### **TERMS & CONDITIONS**

#### **Tickets:**

All tickets are non-transferable and non-refundable. Please double-check your selected date and time before finalising your booking.

#### **Proof of ticket:**

Please have your ticket ready to show on your mobile device or as a printed copy.

#### **On arrival:**

You do not need to check in at reception on arrival, simply go to the area you wish to visit first and show your ticket to the staff member or volunteer. Please remember the time you have booked is for the Pantomime.

#### **Cancellations & Modifications:**

In the unlikely event that New Lanark cancels the Christmas Experience or any included attraction, affected ticket holders will be offered a full refund or suitable alternative.

#### **Prams and buggies:**

Please note that some areas of the site are not suitable for buggies or prams, in particular the Pantomime. A designated buggy park will be situated adjacent to the Visitor Attraction reception. Items are left at your own discretion.

#### **Dining:**

Dining facilities on-site may be busy. Please plan ahead and consider booking a table at the hotel restaurant in advance as the Mill Café is expected to be very busy.

#### **Suitability:**

This event is best suited for younger children, generally aged 1–8 years. It may not appeal to teenagers.

#### **Accessibility:**

If you or any of your group have accessibility requirements, please let us know at the time of booking so we can make necessary arrangements.

#### **Health & Safety:**

Guests must follow all safety instructions given by New Lanark staff or volunteers. Children must be supervised at all times.

**Photography:**

Personal photography is welcome, but no tripods, please. Be mindful and respectful of other guests.

**Personal Belongings:**

New Lanark cannot accept responsibility for lost, stolen, or damaged personal items. Please keep your belongings safe during your visit.