

# **BeWILDerwood Admissions Policy 2022**

## **General Admission Prices**

BeWILDerwood admissions prices are based on height, as how tall you are restricts what you can use. We've found that basing our prices on height is the fairest option and works well for the nature of our park and our visitors:

- **BeWILD Now** tickets are for Visitors over 105cm, who are physically able to go on everything in the park.
- **Almost WILD** tickets are for Visitors between 92cm and 105cm, who are physically able to go on almost everything except our biggest zip wires.
- **Born to BeWILD** tickets are for Visitors under 92cm, who won't be tall enough for quite a bit of the park...but there's still plenty they will enjoy such as Toddlewood on the Hill, Tiptoe Valley, the Twiggle Whizzers, Storytelling, Crafts and Boat Rides!
- **Still WILD** tickets are for over 65s as we appreciate there are elements of the park they may not want to do...but they'll still have a great time!

Parking, entry to the park, boat rides (Norfolk only), storytelling, crafts, face painting and den building are all included in the admissions price.

Below is a list of other types of tickets available for other types of visitors...

## **Disabled Visitors**

Disabled visitors are required to pay the standard rate, unless they are wheelchair users, who can visit free of charge. Adult (18+) Carers can also visit free of charge, as long as the disabled visitor they are accompanying is in receipt of DLA, PIP or a blue badge.

## **Wheelchair Users**

We don't (and won't) charge wheelchair users entry into the park. If the wheelchair user has a disability which means they also require a carer, then the carer can also visit for free, as long as it is within the "Carer" guidelines shown below.

If necessary, we will deal with individual requests from disabled visitors in advance, just give us a call.

## **Carers**

When accompanying a disabled visitor, adult (18+) carers can visit the park free of charge. A carer is a person over the age of 18 who provides help and support to an individual who is in receipt of DLA (disability living allowance), PIP (personal independence payment) or a Blue Badge. The term carer should not be confused with a foster carer or care assistant – unless the person they are caring for receives DLA, PIP or a Blue Badge. In all cases, we ask to see proof of DLA, PIP or a Blue Badge at the gate.

### **Pregnancy**

We do not charge entry for visitors who are in the late stages of pregnancy. Adults with small babies will be expected to pay the standard rate. To receive free entry, pregnant women are required to be at least 20 weeks pregnant and to show a copy of their MATBi form or bring their maternity notes.

### **Vouchers and Trade passes**

Only vouchers and trade passes listed on our accepted vouchers sheet can be used to receive discounted entry. No alternatives are offered, and these vouchers cannot be used in conjunction with any other offer (e.g. discounted annual passes).

### **Group Visits**

We offer several group tickets. These visits must be booked and paid for at least 10 days in advance. It is not possible to receive any group prices on the day of a visit and any extra visitors above the booked amount will have to pay standard price.

### **Standard Groups (including holiday play schemes, Scout, Guiding, Charities, and children's clubs)**

Groups of more than 15 paying visitors receive a special price throughout the season – please contact us for prices.

These visits must be booked and paid for at least 10 days in advance of the visit.

### **School Groups (including Primary Schools, Boarding Schools, SEN, Preschool, Nurseries, and Home Educators)**

School Groups of more than 15 paying visitors receive a special price during Cheshire/Norfolk (as relevant) County Council term time (including weekends) – please contact us for prices. These visits must be booked and paid for at least 10 days in advance of the visit. This price includes a ratio of one free adult for every five paying children. All carers for children with special educational needs (SEN) are free of charge.

Home Educators must be part of a recognized group and be more than 15 paying visitors to receive this rate.

On a case-by-case basis, smaller school groups may receive this rate – please contact us directly.

Further information for standard and group visits, including risk assessments, are available, and if you wish to visit the park prior to your visit for planning purposes, this is allowed for up to two members of staff after 3.30pm Monday to Friday – please contact the relevant BeWILDerwood office directly.

### **Large Group Rate – Gift Vouchers (for company reward schemes etc.)**

For the purchase of 100 vouchers or more, the standard group price in Gift Voucher form is available. This needs to be agreed in advance and there will be a small charge for P&P.

### **Groups of Adults**

We do not allow groups of adults into BeWILDerwood other than in special circumstances approved in advance.



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## **Free Visits**

Some lucky folks get to run WILD for free! **PLEASE NOTE – all free visits must be agreed and booked in advance via the main Office at either BeWILDerwood Norfolk or BeWILDerwood Cheshire.** Below is a list of the most common freebies...

## **Autistic School Groups**

All groups visiting from schools specialising in Autism can come to the park free of charge during Cheshire/Norfolk (as relevant) County Council term time (including weekends). During other times the standard group price applies.

## **Suppliers and Contractors**

On request, each company or contractor who works with BeWILDerwood will be given a maximum of six complimentary day admission entries each year.

## **Local Residents**

On request, local residents will be given six complimentary day admissions each year.

## **Press Visits**

On request, press visits will be given complimentary day admission to the park. Visitors must be writing a review of the park for publication.

## **Refunds**

BeWILDerwood tickets are non-refundable. We can transfer bookings to a different date of the season if availability allows. We cannot guarantee entry to the park without a prebooked ticket for that day. For group visits, return visits will be offered on the receipt of unused wristbands. If a return visit for groups is not possible, a refund may be issued, which will be made to the original card/payment method only.

We are happy to offer a complimentary return visit in special circumstances, such as: extreme weather (e.g. persistent heavy rain/snow/hail fall for 3 hours or more), illness/injury within 1 hour of park entry, unexpected closure of the park due to matters outside the Twiggles' control within 3 hours of park entry. Any request for a special consideration must be done in writing to the office including proof of purchase (receipt).



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