centrale & Whitgift

SANTA'S CHRISTMAS SKYRIDE

EVENT TERMS
CENTRALE & WHITGIFT SANTA'S CHRISTMAS SKYRIDE
TERMS AND CONDITIONS

1. INTRODUCTION

1.1 Please read these Terms and Conditions (the "Terms") carefully as they affect your rights and liabilities under the law and set out the terms under which Bakehouse Factory (the "Event Organiser") on behalf of Centrale Limited Partnership acting by its general partner Croydon GP 1 Limited (the "Centre Owner") (together, "we" or "our") makes the Santa Christmas Skyride 2026 event (the "Event") available for use.

1.2 By participating in the Event you are deemed to have accepted and agree to adhere to these Terms. We reserve the rights to amend these Terms from time to time.

1.3 These Terms are additional to and not a substitute and shall be read in accordance with the Admission Policy to the Centrale Shopping Centre (the "Centre") which can be found here.

2. TICKETS AND ADMISSION

2.1 All Tickets are sold subject to availability and these Terms.

2.2 Tickets are available to pre-book via Digitickets website and available to purchase at the Event (subject to availability).

2.3 By booking or being issued Tickets via Digitickets you are deemed to have accepted and agree to adhere to are subject to Digitickets terms of service (https://centraleandwhitgift.digitickets.co.uk/tickets) in addition to these Terms.

2.4 A valid e-ticket on presented on a mobile, tablet or printed out with a QR code (the "Ticket") must be produced for admission to the Event. Tickets are for personal use. You must not auction, donate, offer for sale or advertise Tickets for sale via internet or elsewhere.

2.5 Santa's Christmas Skyride is an all-ages event for the whole family but is particularly suitable for children under the age of 12. All children under 16 years of age must be accompanied by an adult.

2.6 A Ticket grants admission to the Event is for one session which lasts approximately 10 minutes (each, a "Session") at the time and on the date of the Ticket. Please ensure you arrive for your allocated Session; we cannot guarantee entry where you are late for your allocated Session and rebooking of the Ticket to another Session is subject to availability and the discretion of the Event Organiser.

2.7 No more than 8 tickets can be purchased per group for a Session (a minimum of one adult must be present per group). Please get in contact at centraleandwhitgift-tickets@bakehousefactory.co.uk if you require tickets for a larger group.

2.8 A valid Ticket must be produced for each member of your party (with the exception of babies up to 18 months old who do not require a Ticket). A minimum of one child Ticket must be purchased per group.

2.9 A child Ticket to the Event includes:

(a) 3 minute welcome and adventure preparation;

(b) 2 minute immersive 'adventure to the North Police' experience in Santa's Enchanted Elevator;

(c) 5 minute immersive experience including meeting Santa;

(d) A free gift (the "Event Gift") for each ticket holding child;

(e) Opportunity to purchase photographs and mementos.

2.10 The Event Organiser will use reasonable endeavours to provide a suitable gift for a ticket holder attending the Event (the "Event Gift"). The Event Gift is subject to availability and must be accepted as offered, is non-transferable and cannot be exchanged (for cash or otherwise).

2.11 Once your allocated Session finishes, you must leave the Event to allow others to enter.

2.12 If you are in breach of these Terms, or in our reasonable opinion you are or intended to breach of these Terms, admission to the Event will not be allowed. This may include you being refused entry to the Event, or your admission being cancelled without notification. No compensation will be provided to you in such circumstances.

3. PRICE AND PAYMENT

3.1 The price of the Ticket shall be the price displayed. All prices are inclusive of VAT but excluding any booking fees, costs of collection or delivery where applicable.

3.2 Tickets are complementary for adults (up to a maximum of two adults per booking). Additional adult Tickets in a booking are at the price stated. An adult Ticket must be selected with a child Ticket.

3.3 Any discounts, vouchers or lowered priced tickets must be mentioned when you buy your tickets and cannot be applied for in retrospect.

3.4 Ticket enquiries can be made to centraleandwhitgift-tickets@bakehousefactory.co.uk.

3.5 Unless notified to the contrary, Tickets will be issued by email to the email address supplied at the point of purchase. No paper tickets will be issued.

4. CHANGES OR CANCELLATION

4.1 We reserve the right, in our absolute discretion, whether for safety reasons or otherwise:

(a) to cancel a Session due to unforeseen circumstances outside of our control. In these circumstances, we shall use reasonable endeavours to notify you as soon as possible. You shall be entitled to a full refund, but no other compensation shall be payable; or

(b) to close the Event at any time or stop a Session due to unforeseen circumstances outside of our control. In these circumstances, we reserve the right not to issue refunds but may do so in our sole discretion.

4.2 We reserve the right to make alterations to the published Event programme where reasonably necessary.

5. HEALTH AND SAFETY

5.1 We reserve the right to request attendees to leave the Event or the Centre at any time and may take appropriate action to enforce this right. The Centre Owner may refuse any person access to or may remove any person from the Event or the Centre who:

(a) in the opinion of the Centre Owner, is likely to affect the safety or enjoyment of other visitors;

(b) has behaved in a manner which is likely to affect the safety or enjoyment of other visitors;

(c) has used threatening, abusive or insulting words or behaviour or behaves in a manner which may provoke a breach of the peace, or deliberately damages the Event or any part of or property of the Centre; or

(d) in the reasonable opinion of the Centre Owner is acting under the influence of alcohol or drugs in such circumstances, no refund will be given.

5.2 The Centre Owner may carry out security searches from time to time to ensure the safety of all visitors and you agree to allow yourself and/or your belongings to be searched prior to admittance to the Event in order to prevent offensive or dangerous weapons or other prohibited items in line with the Centre's policies from being taken in to the Event or the Centre.

5.3 Smoking (including the use of e-cigarettes), eating, drinking and the use of commercial photographic and recording equipment are strictly prohibited in the Event.

5.4 You will comply with all relevant safety announcements and regulations while attending the Event.

6. LIMITATION OF LIABILITY

6.1 The Centre Owner shall not be held responsible for the loss or damage of or to any of your property or personal belongings during your Session.

6.2 The Centre Owner shall not be liable for loss or damage of any kind whether direct or indirect, including but not limited to travel expenses, car parking fees or any other out of pocket expenses.

6.3 While the Centre Owner makes every effort to monitor performance of the services which are fulfilled by third party suppliers ("Suppliers"), any liability incurred by you which is caused by the acts or omission of the Suppliers is the responsibility of the Suppliers and not the responsibility of the Centre Owner. For the avoidance of doubt, the Centre Owner do not accept responsibility for: (i) network, computer, hardware or software failures of any kind which may restrict or delay the booking or delivery of Tickets; or (ii) any lost, stolen or damaged Ticket.

6.4 Other than for liability that cannot be excluded by law, the Centre Owner shall not be liable for the death or personal injury of customers at the Event which arises from or is caused by events outside of the Centre Owner's reasonable control, including the acts or omissions of the Suppliers.

6.5 Subject to any applicable laws which may apply you waive all rights of whatsoever nature against the Centre Owner and each of their employees, servants, agents, independent contractors or representatives in respect of injury, death, loss or damage arising from your booking of a Ticket or your attendance at the Session which is caused by the acts or omissions of the Suppliers.

6.6 The Centre Owner shall not be liable in any amount for failure to perform any obligation if such failure is caused by the occurrence of any unseen event beyond its reasonable control.

6.7 Except as otherwise stated, any liability we owe shall be limited to the price paid for the Ticket(s) purchased for the relevant Session in which the claim arises.

6.8 Nothing in these Terms affects any of your statutory rights which may not be legally excluded.

7. GENERAL

7.1 If any provision of these Terms is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall remain in force.

7.2 Save that any company in the Centre Owner's group of company may benefit from these Terms, no person who is not a party to these Terms shall have any right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

7.3 Enforcement of these Terms is solely at our discretion, and just because we may not enforce them in some circumstances does not mean that we have lost the right to enforce in future.

7.4 These terms shall be governed by and interpreted in accordance with the laws of England and Wales and any disputes will be decided only by the exclusive jurisdiction of the English courts.

8. HOW WE USE YOUR PERSONAL DATA

8.1 By attending the Event, you may send personal data to the Centre Owner who will use this personal data in accordance with applicable data protection laws and our privacy notice (which is available at https://centraleandwhitgift.co.uk/visit/about-the-centres/privacy-policy/ This privacy notice explains how the Centre Owner processes your personal data, your rights in relation to that personal data, and how you can contact us. Our data protection team can be contacted at dpo@urw.com.