



Terms and Conditions of Online Admission

Please arrive no earlier than 15 minutes before your allotted arrival time.

Tickets

You will need a valid email address to buy tickets online, this is where your confirmation and ticket will be sent to. When visiting the centre, tickets may be shown in printed format or on a mobile phone.

The tickets you buy are non-refundable. However, we do understand that sometimes circumstances change, and you may occasionally need to amend your booking. This will be subject to availability and will only be available if transferring to the same booking type.

Transferring tickets - You must call or email before the date of the booking or 12 hours after the booking in order to be able to transfer the booking. After that we won't transfer or refund the booking.

Postponing tickets - You have to call or email to postpone tickets either before the date of the booking or 12 hours after the booking date and time. The booking will be postponed for up to 4 weeks and you must call or email with at least 48 hours notice to transfer them.

Tickets are valid for the date and session booked only.

Any extras (e.g. padlocks, branded socks, hot food boxes) purchased online are not refundable.

At peak times we may reach capacity and you may be asked to leave after your 2-hour session. If we are not at capacity, then you're welcome to stay and play.

Bookings for admission after 4.15pm will not receive the full 2 hours, as the centre closes at 6pm.

Photographs will be taken at reception on your first visit, to allow entry to the centre.

Prices shown include VAT.