

Grotto Terms and Conditions

By booking this event you are agreeing to accept the below Terms and Conditions:

- Please check the date and time of your desired visit carefully before purchasing, as tickets are non-refundable and non-transferable.
- Please be aware these are not drop in sessions, please arrive 10 minutes prior to the event start time. We will do our best to admit latecomers however you will be required to leave at the end of your booked slot. If you miss your allocated slot we will try our best to accommodate you though this may not be possible due to availability.
- All bookings must include at least one adult and at least one child.
- Children must be supervised by an adult at all times.
- The payment must be made in full at the time of booking.
- We are unable to accept Tesco Vouchers or discount cards for this transaction.
- You will receive a booking confirmation via email. Please present this on the day of the event. If you do not see this in your main inbox, please check your junk folder.
- The Bowes Museum reserves the right to cancel the event due to any unforeseen circumstances such as extreme weather. If this is the case, you will be notified at the earliest opportunity and a full refund will be issued.
- If you aren't able to attend and the Grotto is still open a refund will not be granted.
- Due to the popularity of the event, it is advisable to book in advance, as tickets on the day will be subject to availability.
- Subject to availability, advance tickets are available to purchase online up until 2 days prior to the event. For grotto visits during the Christmas Market weekend 13-15 December tickets can be purchased until December 10.
- The Bowes Museum and all exhibitions will remain open for the evening grotto sessions. You are welcome to explore these before or following your visit. If you wish to visit the Museum for a full day, please purchase an annual pass.
- Please note that if you are visiting the Grotto during our Christmas Market 13-15 December, you will be charged admission to the market for each adult at the time of booking. Children with Grotto tickets receive complimentary entry to the market.
- Annual pass holders and Friends of the Bowes Museum receive complimentary admission to the Christmas Market. Please select the 'Member' field and present your pass or membership card at the gate on your arrival. If a pass is not presented at the gate you will be asked to pay the £5 admission charge.
- On 14 and 15 December there is a complimentary Park and Ride service from Glaxo Smith Kline car park. Onsite parking is charged at £5.00 per car and is subject to availability. Disabled parking is available on site free of charge- please display a blue badge.