



Medieval World

History brought to life

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Frequently Asked Questions - a visit from Father Christmas

How do I book a home visit?

By telephone, email or Royal Mail. The details are on the website *Contact Us* page and at the top of this sheet.

Is there a Contract?

No specific Contract, but by making the booking, whether verbally or in writing, you accept Medieval World's Terms and Conditions (see the bottom of this document and the bottom of the website Home page).

Is a deposit required?

No. Medieval World accepts your word that you will pay, but full payment is required at the visit unless otherwise agreed.

What happens if I need to cancel?

As per the Terms and Conditions, there is no fee to pay if you cancel before Father Christmas has left Medieval World. If you cancel after Father Christmas has left Medieval World you will be required to pay the travelling fee and any other associated costs.

What happens if I have any special requests or need to make a change to the appointment?

Let Medieval World know of your special request *at the time of booking*. Contact Medieval World *as soon as you are aware of any change or amendment to your circumstances* and we will do everything we can to accommodate you, but please be aware that a new appointment may not be possible when you would like it due to an existing booking.

Child Protection

All Medieval World staff hold Enhanced CRB Check Certificates as issued by the Police.

Insurance

Medieval World holds a valid Public Liability insurance to the value of £5million.

How long does the visit last?

Approximately 20 minutes.

What if I want Father Christmas for less or more than 20 minutes?

The fee covers a visit for up to 20 minutes. There is no reduced fee for less than that time. For a visit in excess of 20 minutes, charges are in 20 minute increments.

Arrival Time

Father Christmas will endeavour to arrive on or before the appointed time. However, please be aware that he is governed by unexpected delays due to traffic and the like. As it is difficult for Father Christmas to remain inconspicuous, he will telephone when he arrives in your street so that you can meet him and assist as required.

Presents & Gifts

If you would like Father Christmas to hand out presents or gifts, please ensure that they are ready-wrapped and labelled. *Ask the Medieval World staff for more information on this when you book.*

Father Christmas's Requirements

- A parking place right outside your house.
- On his arrival and departure, please keep the children away from windows overlooking the arrival/departure route.
- If you have a dog, *please ensure that it is secured in another room.*
- A suitable chair - NOT a "standard" armchair/settee etc. He needs to be able to sit in and get out of the chair with ease and, as you might expect, he is not the Slimmer of the Year!
- A cool room/area in which to work as his heavy suit, beard and hat will make him hot.
- If he is to work outdoors, a suitable awning, gazebo, tent or similar is required in case of inclement weather. *If the weather is inclement and no such arrangements have been made, Father Christmas will have no option but to leave.*
- If the visit is in excess of 30 minutes, a cool drink (water) would be appreciated, with a straw.

Photographs

Father Christmas is happy to pose for photographs and/or have the visit videoed. If you would be kind enough to do so, Medieval World would appreciate being sent a photograph of his visit at your house. But please note that any and all photos taken of Father Christmas, whether by individuals or professional photographers, are assumed to be for private or personal use of the client only and may not be used for commercial or promotional use without the written permission of Medieval World.

If you are making a video of the visit, a magical Father Christmas idea is as follows:

- The recorded video of the visit will probably be looked at all Christmas Day.
- Take a blank DVD that looks exactly like the one that contains the filmed recording of the visit i.e. the label, wording etc is identical.
- After the children have gone to bed on Christmas Day, replace the recorded disk with the blank disk. When the children get up the next morning, or any other time, and try to watch the video it will be "gone".

- The next year and following years, when the children have gone to bed on Christmas Eve, replace the blank disk with the previously recorded disk.
- On Christmas Day mention catching Father Christmas in his "visit", take out the recorded disk, which now plays perfectly, and comment how Father Christmas's magic means that it can only be watched on Christmas Day each year.

Terms & Conditions

By accepting the quote given, whether verbally or in writing, the Booker agrees to:

- Pay the agreed fee.
- Make payment at the time of the presentation unless otherwise agreed.
- If the Booker cancels, postpones or otherwise refuses or declines the presentation at any time before the Presenter has left Medieval World there will be no fee or costs to pay.
- If the Booker cancels, postpones or otherwise refuses or declines the presentation after the Presenter has left Medieval World, the Booker will be required to pay the travelling fee and any other associated costs.
- The Booker is responsible for ensuring that the Venue meets all statutory and legal requirements and is fit for purpose.
- Medieval World is responsible for ensuring that there is appropriate and valid public liability insurance in place.
- Medieval World is responsible for ensuring that there are appropriate and valid Risk Assessments and Safe Systems of Work in place.

Medieval World hopes that the visit will provide a wonderfully special memory for your family that will be talked about for years to come!

Merry Christmas from *Medieval World*.