

Event Terms & Conditions

By purchasing ticket(s) to an event or workshop, you agree to the following Terms and Conditions. Visitors refusing to adhere to these terms may be refused access to the event/workshop and shall not be entitled to a refund.

Refunds

Tickets to our events/workshops are non-refundable, except in extenuating circumstances. If you are seeking a refund, please contact us on 01909 720378 ext. 208.

Weather

We reserve the right to cancel the event in the event of severe inclement weather. We will endeavour to inform you before the start of the event/workshop. We advise that you bring waterproof footwear and jackets, especially if you will be spending time outside during the event/workshop, or your visit.

Car Parking

There is a public car park at Creswell Crags with accessible parking for Blue Badge holders. Unless stipulated as part of your event/workshop, you will need to purchase a parking ticket either on arrival at a ticket machine, or in advance on our website during the booking process. If you are a regular visitor, annual parking passes are available online via our website or from the museum reception. If you intend to purchase an annual pass during your visit, please do so before paying for parking at the pay machines.

Toilets

Visitor toilets are available adjacent to the main reception area and on the ground floor of the museum building. There are accessible toilets on both the upper and lower levels of the building.

Baby changing facilities are available on the upper level of the museum building, adjacent to the main reception area.

Arrival

Please check-in at reception at least 15 minutes before the workshop begins. You will then be directed to where the workshop/event will take place.

For theatre events, please make your way to the ticket control point located on the lower ground floor behind the cafe terrace.

Health & Safety

An event risk assessment is prepared in advance of the event/workshop and, where appropriate, shared to workshop leader before the workshop.

Health & Safety briefings will be given at the start of any event/workshop.

Many of our events are held outdoors or require participants to spend some time outdoors. Whilst we take every step possible to ensure our paths and walkways are maintained, please note that paths can be uneven underfoot. You are advised to wear flat, suitable shoes. As with all outdoor environments, paths and steps can become slippery in wet conditions.

Workshops led by tutors who are not part of the Creswell Crags team will be in radio contact with a member of staff during the entire event/workshop.

A qualified first aider is will be on site during the event/workshop. First aid kits available in the Education Rooms, Cafe, Reception and office.

Assistance Dogs

Only assistance dogs are allowed to accompany you to an event/workshop. If you are bringing an assistance dog, please let us know in advance.

Refreshments

Unless stated during the booking, food and drink are not included in your ticket. Our cafe is open during our standard opening hours, and you will have the opportunity to purchase hot and cold drinks, sandwiches, cake, and light lunches.

Water will be provided during the event/workshop (excluding outdoor theatre events).

There is a dedicated picnic area in the meadow should you wish to bring your own food. Please only eat food and drink purchased on site in the café or on the terrace.

Cave Tours

Unless stated in the event/workshop description, cave tours are not included in your ticket(s). Therefore, you will not be taken into a cave during an event/workshop.

All our caves are closed and locked. You are permitted to take photographs of the cave entrances, but please do not try and enter the caves.