Santa's Winter Hideaway Terms and Conditions

By purchasing these tickets, you agree that you and your party will adhere to the following:

General Cave Terms and Conditions:

1. Children must be 5 years or older to go in the caves, and children under 18 must be accompanied by an adult. Any child under 5 shall be refused entry to the caves.
2. All visitors must wear a helmet (which will be provided) when in the caves, and consent to the caves being secured from the inside while the activity is in progress.
3. Eating, drinking and smoking is NOT permitted inside the caves or main exhibition.
4. Dogs are not permitted in the caves. Please contact us in advance of booking a tour if you would like to visit with a support dog.

Accessibility and Additional Information:

5. The caves are situated within a natural landscape and may be closed off during inclement weather. Please check before you travel on days where bad weather is expected.
6. We recommend suitable sturdy footwear as there are steps to navigate, the floors are uneven, and surfaces can be wet and slippery.
7. Unfortunately, our caves are not accessible for wheelchair users/those with some mobility issues. You will need to walk for about 15 minutes to reach the cave and remain standing throughout the tour. The cave is accessed from the footpath via wooden stairs, with further stairs inside each cave. In Robin Hood Cave, there is section of low ceiling (approximately 1.1m high) which makes it necessary to crouch down in order to walk under, and also uneven floors to navigate. Although visitors are provided with a torch, light levels may not be sufficient for those with visual perception difficulties, or people who are blind or partially sighted. Light levels may also be insufficient for those who lipread. Please contact us if you have any queries or concerns about accessing the caves.
8. We have cave spiders at Creswell Crags. Whilst they can be large, they are harmless and protected. If any member of your party has a severe phobia, please alert a member of staff in advance of your visit.

On the day of your visit:

9. Please arrive at our Reception desk at least 15 minutes before your activity start time. A member of staff shall provide you with your ticket and direct you to where you should meet for the start of your activity.

10. Please call us as early as possible if you are running late. If you arrive more than 5 minutes after the start time of your booking, you may not be able to gain entry to the activity. In this instance, we shall attempt to rearrange your booking for a later activity. However, if this is not possible, you shall not be entitled to a refund.
11. The activity lasts approximately 60 minutes, including the time it takes to provide you with helmets and walk from the Visitor Centre to the cave.
12. If you have booked an activity later in the day, please be aware that our café closes 30 minutes before the Visitor Centre, and so may no longer be open on your return from the cave.

Cancellation Policy:

13. If you need to cancel or rearrange your booking, please contact us as soon as possible on 01909 720378.
14. Refunds are available up to 48 hours before the activity. Cancellations less than 48 hours before your activity will not be refunded.

Abominable Snowman Terms and Conditions

By purchasing these tickets, you agree that you and your party will adhere to the following:

General Cave Terms and Conditions:

1. Children must be 5 years or older to go in the caves, and children under 18 must be accompanied by an adult. Any child under 5 shall be refused entry to the caves.
2. All visitors must wear a helmet (which will be provided) when in the caves, and consent to the caves being secured from the inside while the activity is in progress.
3. Eating, drinking and smoking is NOT permitted inside the caves or main exhibition.
4. Dogs are not permitted in the caves. Please contact us in advance of booking a tour if you would like to visit with a support dog.

Accessibility and Additional Information:

5. The caves are situated within a natural landscape and may be closed off during inclement weather. Please check before you travel on days where bad weather is expected.
6. We recommend suitable sturdy footwear as there are steps to navigate, the floors are uneven, and surfaces can be wet and slippery.
7. Unfortunately, our caves are not accessible for wheelchair users/those with some mobility issues. You will need to walk for about 15 minutes to reach the cave and remain standing throughout the tour. The cave is accessed from the footpath via wooden stairs, with further stairs inside each cave. In Robin Hood Cave, there is section of low ceiling (approximately 1.1m high) which makes it necessary to crouch down in order to walk under, and also uneven floors to navigate. Although visitors are provided with a torch, light levels may not be sufficient for those with visual perception difficulties, or people who are blind or partially sighted. Light levels may also be insufficient for those who lipread. Please contact us if you have any queries or concerns about accessing the caves.
8. We have cave spiders at Creswell Crags. Whilst they can be large, they are harmless and protected. If any member of your party has a severe phobia, please alert a member of staff in advance of your visit.

On the day of your visit:

9. Please arrive at our Reception desk at least 15 minutes before your activity start time. A member of staff shall provide you with your ticket and direct you to where you should meet for the start of your activity.

10. Please call us as early as possible if you are running late. If you arrive more than 5 minutes after the start time of your booking, you may not be able to gain entry to the activity. In this instance, we shall attempt to rearrange your booking for a later activity. However, if this is not possible, you shall not be entitled to a refund.
11. The activity lasts approximately 60 minutes, including the time it takes to provide you with helmets and walk from the Visitor Centre to the cave.
12. If you have booked an activity later in the day, please be aware that our café closes 30 minutes before the Visitor Centre, and so may no longer be open on your return from the cave.

Cancellation Policy:

13. If you need to cancel or rearrange your booking, please contact us as soon as possible on 01909 720378.
14. Refunds are available up to 48 hours before the activity. Cancellations less than 48 hours before your activity will not be refunded.

Santa's Little Helpers' Workshop Terms & Conditions

By purchasing these tickets, you agree that you and your party will adhere to the following:

General Cave Terms and Conditions:

1. Please arrive at our Reception desk at least 15 minutes before your activity start time. A member of staff shall provide you with your ticket and direct you to where you should meet for the start of your activity.
2. Please call us as early as possible if you are running late. We shall do all we can to ensure you can access the activity when you arrive, but are not able to add extra time on to the end of your activity. We cannot guarantee you shall be able to rearrange your booking if you are late.
3. The activity lasts approximately 60 minutes.
4. If you have booked an activity later in the day, please be aware that our café closes 30 minutes before the Visitor Centre.

Cancellation Policy:

5. If you need to cancel or rearrange your booking, please contact us as soon as possible on 01909 720378.
6. Refunds are available up to 48 hours before the activity. Cancellations less than 48 hours before your activity will not be refunded.