

Terms and Conditions

Thank you for using The Bowes Museum online booking system. Please read the following Terms and Conditions before proceeding with your booking:

- Please check the date and time of your desired visit carefully before purchasing, as tickets are non-refundable and non-exchangeable.
- Please arrive promptly for your slot. We will do our best to admit latecomers however you will be required to leave at the end of your booked slot.
- Children must be supervised by an adult at all times.
- All bookings must include at least one adult and at least one child.
- 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 confirmation email. 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 notified at the earliest opportunity and a full refund will be issued.
- In the event of extreme weather, or if you aren't able to attend your slot, if 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 14-16 December tickets can be purchased until 11 December.
- All advance bookings will receive a confirmation via email. Please show this on the day of the event.
- For grotto slots during the Christmas Market 14-16 December, adults must pay admission to the Christmas Market, which includes admission to the Museum. Children with a Santa booking receive free admission to the market.