



Admissions Policy

General

- Tickets purchased are only valid for the day purchased on your visit or date booked for advance bookings unless otherwise stated.
- Please check our calendar for opening dates and times.
- Carers of disabled persons are allowed free entry with proof of carer status as outlined on our website.
- Children under the age of 16 must be accompanied by a parent or an adult aged 18 or over and at all times within the park.
- Unless tickets are booked in advance, entrance is not guaranteed.
- Entry may be restricted due to capacity or matters outside of our control such as adverse weather.
- Tickets purchased online will have a booking reference number e-mailed to the e-mail address provided once payment has been confirmed. This reference number is used to redeem the pre-booked tickets upon arrival at the park.
- Tickets remain the property of BeWILDerwood, are non-refundable, not for re-sale, and non-transferable. For pre-booked tickets, the date of the visit can be altered but may be subject to an administration fee.
- As of 12th September 2018, we regret that we can no longer accept VVIP cards as a valid method of entry to the park.
- We regret that refunds cannot be offered in the event of cancellations, non-attendance or forced closure of the park due to matters outside our control including adverse weather conditions, except in exceptional circumstances at our discretion. We will consider exceptional circumstances such as illness/injury usually within one hour of ticket purchase (or park entry if pre-booked). Any request for a special consideration must be done in writing to the office including proof of purchase (receipt).
- We cannot guarantee all activities will be operational each day visited, but we will try our very best.
- The management reserves the right to refuse entrance to any ticket-holder, and in the interest of the public, and for safety reasons, we also reserve the right to require guests to leave the park at any time.

BeWILDerwood

Horning Road, Hoveton,
Wroxham, Norwich, Norfolk, NR12 8JW



Telephone 01692 633 033

Web BeWILDerwood.co.uk

Email explore@BeWILDerwood.co.uk



BeWILDerwood

The Curious Treehouse
Adventure

- Weight and height restrictions apply to a small number of activities in the park for the benefit of your health and safety. These are posted at the activities within the park and are as follows:
 - Minimum height for the Wobbly Wires: 105cm (3'5").
 - Maximum weight for the Wobbly Wires: 101kg (16 stone).
 - Minimum height for the Slippery Slopes & Broken Bridge: 92cm (3').Children slightly below these height limits may be permitted provided the adult responsible for them is satisfied they are competent enough and will remain safe and under their control. Some disabilities may restrict participation.
- Although we do take reasonable precautions, unforeseen emergencies can be unavoidable so last minute closures may occur.
- We reserve the right to vary admission prices without prior notice.
- Wristbands must be worn at all times within the park; you may enter and exit as you wish throughout the day provided you can show your wristband at the Grubbles Greeting Gate.
- The park operates a 'tops on' policy for all visitor's due to its nature as a family attraction.
- BeWILDerwood is a smoke free environment; visitors are only permitted to smoke in the front car park.
- Alcohol is not to be brought into, nor consumed within the park.
- Rules and Regulations as posted on our website and anywhere in BeWILDerwood apply.
- Entry to the park implies agreement with our park terms and conditions as written here and available at the Grubbles Greeting Gate.

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The Curious Treehouse
Adventure

WILD WILD WILD PASSES

- Admission with a WILD WILD WILD Pass is not always guaranteed due to limited capacity, forced park closure or seasonal closures.
 - WILD WILD WILD Passes are only to be used for admission by the named pass holder. The Twiggle Team can check WILD WILD WILD Pass cards and photo ID on entrance to the park. Any misuse of the pass may sadly deem it cancelled without compensation.
 - We reserve the right to ask WILD WILD WILD Pass holders to leave the park at any time.
 - WILD WILD WILD Passes are valid for 12 months from the date of issue.
 - WILD WILD WILD Passes can only be used for admission to BeWILDerwood, Hoveton, throughout the open season as indicated by our opening times on our website.
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- Any added benefits offered with the pass are at our discretion. BeWILDerwood reserve the right to vary any benefits without prior notice.
 - WILD WILD WILD Passes remain the property of BeWILDerwood, and are not for resale, are non-refundable and non-transferable.
 - We may from time to time analyse your data. This will remain confidential to the Twiggle Team and any other carefully selected individuals or organisations to monitor our performance, feedback and marketing requirements.
 - A charge of £5.00 will be incurred if your WILD WILD WILD Pass is lost and a reprint is required.

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