TERMS & CONDITIONS OF AN ENQUIRY

What an Enquiry is, how long we hold it, and what it takes to turn it into an Order.

1. What an Enquiry is

In completing an Enquiry, you acknowledge that this does not constitute an Order, and as such does not constitute specific seats, tickets or seats for a visit or performance date. Enquiries must be converted into an Order to secure this. Please refer to the definitions outlined in our Travel Trade guide for further clarification.

Our acceptance of your Enquiry will take place when we write to you to acknowledge its receipt. Only then, availability permitting, will we set aside the number of seats you have requested for a specific product, visit date and/or seating category.

2. Day Park Enquiries

At any point up until 2 weeks prior to your chosen visit date, you can:

- Amend your Enquiry, subject to availability (including increasing or decreasing the number of visitors, or changing the date), any or all of which is free of charge;
- Cancel the Enquiry altogether, free of charge; or
- Transform the Enquiry into an Order.

Your deadline to convert your Enquiry into an Order and pay the balance quoted and provided by the Kynren team in full is 2 weeks before your chosen visit date. If your Enquiry has not been converted by this deadline, we will notify you and release the Enquiry, which will then be considered Cancelled.

Up to 2 weeks before your chosen visit date, we reserve the right to contact you and give notice that we can no longer hold your Enquiry, for example due to low availability for your chosen visit date.

3. Night Show and Combined Ticket Enquiries

At any point up until 6 weeks prior to the performance you have selected, you can:

- Amend your Enquiry, subject to availability (including increasing or decreasing the number of seats, changing the category, and/or changing the date), any or all of which is free of charge;
- Cancel the Enquiry altogether, free of charge; or
- Transform the Enquiry into an Order.

Your deadline to convert your Enquiry into an Order and pay the balance in full is 6 weeks before your chosen performance date. If your Enquiry has not been converted by this deadline, we will notify you and release the Enquiry, which will then be considered Cancelled.

At any point up until 6 weeks prior to your chosen performance date, we reserve the right to contact you and give notice that we can no longer hold your Enquiry, for example due to low availability for your chosen performance date. In this case, we will endeavour to give you 7 days' notice to transfer your reservation into an Order before we cancel your reservation. We will only resort to this for legitimate business reasons.

4. VIP seats

VIP seats cannot be held as an Enquiry; they must be ordered and paid for in full.

5. Discounts and offers

The discounts and offers available depend on when you convert your reservation into an order. Confirm early to secure the best benefits.

- Confirm your order by 31 January 2027: 20% discount on Night Show tickets (excluding VIP seats).

- After 31 January 2027, and up to 6 weeks before your chosen performance: 10% discount on all Deluxe, Superior and Standard tickets.

All orders qualify for one complimentary on-site coach parking permit, allocated on a first-come, first-served basis and subject to availability. When capacity for on-site coach parking has been met, suitable alternatives will be offered.

6. Wheelchair users and special requirements

Day park: wheelchair spaces are available at each of our live-action shows and immersive experiences. They do not need to be reserved in advance.

Night show: wheelchair spaces are available at surface level directly in front of Row A. Where required, an Essential Companion seat will be allocated in Row A immediately behind. These spaces are available only in the Standard, Superior and Deluxe seating categories.

Essential Companions must be physically able to meet all access needs on behalf of the person they accompany. This includes assisting them along the 450-metre visitor path from the Welcome Plaza to the Tribune and during an emergency evacuation.

For safety, wheelchair users must remain in their wheelchairs throughout the show and may not transfer to a regular seat. This ensures they can be evacuated safely if necessary.

Special requirements, such as aisle seats or lower seats, cannot be guaranteed. We recommend confirming them in an order to secure them if any of your guests need them. Please see our seating plan at kynren.com/seating for details and a visual guide.

7. Arriving at the performance

For operational reasons we ask that guests have checked in at least 1 hour before the advertised start time of the chosen Kynren performance. Performance times are subject to change; it is the tour organiser's responsibility to check the operational requirements of their performance, as advertised in real time on our website.

8. Deadlines

All deadlines that refer to a number of weeks before a performance or visit date fall at 4pm (UK time) on the Friday that many weeks before it - that is, 6 weeks for the night show and combined tickets, and 2 weeks for the day park.

9. Questions

Speak to our team at groups@kynren.com or on 01388 436 030. We will do everything we can to help you sell your tours to Kynren.