TERMS & CONDITIONS OF AN ORDER

The contract: what we secure, what you pay and when, and what happens if numbers or dates change.

1. Acceptance and contract

Our acceptance of your Order will take place when we write to you to acknowledge its receipt, availability permitting, and provide an invoice for the first deposit. We will secure you tickets for the date, category, seats and special requirements requested, where availability permits.

Upon issuance of the order confirmation a contract will come into existence between 11ANS Ltd and you, triggering the following payment milestones, and our terms and conditions will apply - see our website for full details. Failure to meet each payment will constitute a breakout clause.

2. Payment plans

Day Park tickets:

- Full payment of the remaining balance up to 2 weeks before your chosen visit date.

Night Show and Combined Tickets:

- Payment of a £10 per ticket deposit within 60 days of your order confirmation.
- Full payment of the remaining balance 6 weeks prior to your chosen performance date.

Deposits are £10 per ticket, non-refundable and non-transferable.

Failure to make any of the payments in the schedule will trigger an immediate cancellation of your order. Failure to pay the balance on some or all tickets will result in forfeiting all corresponding deposits paid up to that point.

VIP tickets must be ordered and paid for in full.

3. Changing the size of an order

You can alter the size of an order at any point. An increase in group size requires additional deposits to be paid. A decrease in group size will result in the forfeit of deposits already paid, and the cancellation of seats held.

Any changes to a booking less than 2 weeks before the visit date for the day park, or 6 weeks before the performance date for night show and combined ticket bookings, are subject to a discretionary administration fee of £20 per change to cover the costs incurred in administering those changes.

4. When a booking is final

No booking will be final until we have received full payment for the order. Tickets will only be issued to the tour operator after the last payment is received.

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. Coach driver ticket

A complimentary ticket for the coach driver is available. This is non-transferable and will be issued in person on site on the day of the performance. The category and location of this allocation is at the discretion of 11Arches, and is subject to availability. If you wish the driver to sit with your party, please order and pay for their ticket as part of your group booking.

7. Aisle seats

Aisle seats carry a £3 premium charge per seat within each seating category. Availability cannot be guaranteed.

8. 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.

9. 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.

10. 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.

11. 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.