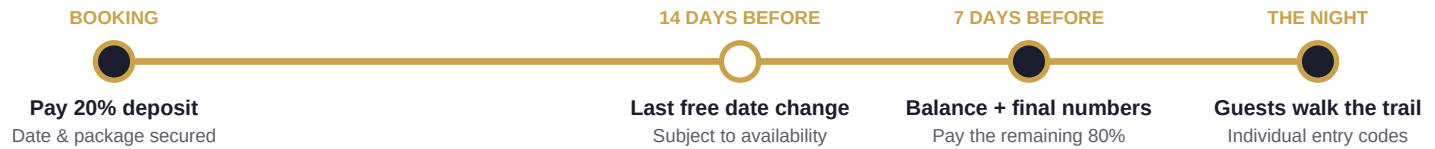


Group booking terms

How payment works



EXAMPLE — 80 guests, Corporate Celebration (25% off), Sandringham, Standard midweek date

Tickets: 64 adults × £17.05 + 16 children × £11.35 = £1,272.80

Deposit at booking (20%)

£254.56

Balance 7 days before (80% + £2.75 fee)

£1,020.99

Total

£1,275.55

1. Securing your booking

- A **20% deposit** of the estimated ticket total secures your date, package and arrival slots.
- Prices are fixed at the rate for your date and package when the deposit is paid.
- The deposit is deducted from your final invoice.

2. Balance & final numbers

- The **remaining balance is due 7 days before your arrival date**, together with your final headcount (adults, children 3–15 and under-3s) and any extras.
- If the balance is not received by then, we may release your reserved slots.
- Bookings made within 7 days of arrival are payable in full at the time of booking.

3. Changing your headcount

- Numbers can go up or down freely until your final headcount is confirmed 7 days before arrival.
- Your package rate depends on your final headcount. If numbers move into a different tier, the price for that tier applies (e.g. 50 guests → 45 moves from 25% to 15%).
- After the final headcount, extra guests can be added subject to availability at your package rate. Reductions after this point are not refunded.

4. Changing your date

- Free date changes up to 14 days before** your original date, subject to availability.
- If the new date is in a higher price band, the difference is payable; Mon–Thu packages must move to a Mon–Thu date.
- Within 14 days, changes are at our discretion and not guaranteed.

5. If you cancel

- The 20% deposit is **non-refundable**.
- Once the balance has been paid, no refunds are given. We will always try to help with a date change where there is space.

6. If we cancel a night

- If we have to cancel your night (e.g. severe weather), we will tell your organiser by 2pm that day.
- You can move the whole group to another night this season, or to next year's trail, at the same value, or take a **full refund including your deposit**.
- Please tell us which you'd prefer within 28 days of the cancelled night.

7. Extras

- Marshmallow toasting (£3/guest) and a warming hot drink (£5/guest) are confirmed and paid with your balance.

8. Small print

- The £2.75 booking fee is charged once per group order and is non-refundable.
- Under-3s go free but must be included in your headcount.
- Guests follow Luminate's standard visitor terms on the night (luminate.live/terms-conditions).

Using our Group Booking Tool can help larger groups (>100 ppl)

1 Pay your deposit

We confirm your date, package and arrival slots in writing.

2 Your staff portal

We build a booking portal for your team, pre-loaded with your slots.

3 Staff pick a slot

Each guest logs in and picks their own arrival time.

4 Unique entry codes

Every guest gets their own code for easy entry on the night.

Questions about your booking?

groups@luminate.live