

Cadbury World Chocolatier Experience

Terms and Conditions

The visitor attraction known as Cadbury World, situated at Linden Road, Bournville, Birmingham, B30 2LU is owned by Mondelez UK Limited ('Cadbury World'). All persons visiting the Chocolatier Experience ('Experience') at Cadbury World are subject to the following Terms and Conditions, and by acquiring one or more tickets to the Experience you confirm to Cadbury World that you accept these terms and conditions of use. Ticket holders are referred to in these Terms and Conditions as 'Participants'.

Tickets/Admissions:

- The Experience can accommodate a maximum of 8 people aged 16+ in any one session. Unless a booking is made for the full capacity of the Experience, it will be non-exclusive.
- The price of the Experience is £49 per person and a tour of Cadbury World can be added for an additional charge of £16 per person (total price £65).
- Places on the Experience must be booked by calling **0121 393 6004** at least 14 days in advance. It operates on selected dates only (see www.cadburyworld.co.uk for full details). Subject to availability.
- All bookings must be pre-paid in full and remain non-transferable, non-refundable and not for resale. Tickets purchased are only valid on the date that the booking was made for.
- For visitors aged 18 or over, a bottle of Prosecco (20cl) will be available to purchase for £7.99 per person.

General:

- The Chocolatier Experience is an interactive experience involving hands on activities with chocolate. For guests with any access requirements, we will endeavour to make the experience as accessible as we can through reasonable adjustments where possible. To discuss any access requirements you may have, please speak to a representative of our Reservations team when making your booking.
- For safety reasons a maximum of 2 wheelchairs can be accommodated in the Experience at any one time. For food safety reasons, any equipment being taken into the Experience room must be cleaned by a member of the Cadbury World team before entering.
- Visitors for the Chocolatier Experience should arrive fifteen minutes before the booking time of their experience to ensure a prompt start time. If for any reason a visitor arrives late, entry to the experience will be permitted on the understanding that we are unable to extend the experience past the allocated finish time. No financial compensation or other alternative will be offered for a reduced experience time due to late arrival.
- The following allergens may be present as part of the Experience: **MILK, SOYA, NUTS, and WHEAT. If a Participant has an allergy to any of these ingredients or any other allergies, they should notify a Cadbury World representative prior to booking.**
- Participants should wear sensible and appropriate clothing and will be provided with safety shoes, overcoats, gloves and hairnets which must be worn during the Experience..

- It is advisable to keep valuable items to a minimum and remove all jewellery (visible piercings and rings will need to be removed or covered with a blue, metal detectable plaster).
- Please note that mobile phones, cameras and other such devices are not allowed inside the Experience room.
- Lockers will be provided for personal belongings but note that all property is left at the Participant's own risk.
- Food and drinks are not allowed to be consumed during the Experience, the only exception being the chocolate samples provided, and any other samples which may be provided.
- All Participants must complete a medical questionnaire (provided by Cadbury World) and return it to Cadbury World within 48 hours of their visit.
- If a Participant experiences any of the symptoms on the medical questionnaire, including but not limited to diarrhoea, vomiting, nausea or stomach pains within 48 hours prior to their visit, they must inform a Cadbury World representative immediately, and may not be able to take part in the Experience.
- Photos taken of your experience by the Cadbury World team will be available to download from a WeTransfer link provided to you by email 5 days following your experience. Please make us aware if you would rather not have your photos taken.
- Cadbury World, acting reasonably at all times, reserves the right to refuse admission to the Experience, or to remove Participants from the Experience without the right to any refund, any person whose presence or behaviour may affect the enjoyment and/or safety of other participants or staff members, or who act in an inappropriate and/or undesirable manner. Cadbury World's decision will be final in this matter.
- Cadbury World accepts no responsibility for any loss or damage suffered by a Participant as a result of taking part in the Experience, except as required by law.
- Cadbury World reserves the right to initiate legal proceedings or to prosecute any person found damaging or defacing Cadbury World property.
- These terms and conditions are governed by English Law and shall be subject to the exclusive jurisdiction of the English Courts.