

The Hamleys[®] Express

Terms & Conditions:

1. Tickets can be purchased here or at the Hamleys Toy Store.
2. Rides are R25 per person irrespective of age, for a return trip around the mall on one of the selected routes.
No refunds for half journey not completed.
3. Passengers can only dismount or board at nominated train stops once train driver has given the instruction.
4. General Operating Times: In the week: 14h00 - 18h00 | Weekends: 10h00 - 18h00. (Subject to change without notice.)
5. Rides may be closed temporarily for maintenance. Rides will re-open as soon as safe operations can be assured.
6. Children under the age of 7 need to be accompanied by an adult, or a sibling over the age of 12.
7. All facilities are used at own risk and management reserves the right to limit and/or to evict any person, without refund, not abiding by the General Rules and Boarding Notices.
8. Under no circumstances will management or the owners accept liability for any losses or damages sustained by any person howsoever arising unless caused by their negligence.
9. Character performances / appearances, operating times, prices, availability of rides and other facilities are subject to change without notice or refunds at Management discretion.
10. Absolutely no reserved seating on the train will be allowed. Seats will be issued as per the queue line.
11. Please exercise caution mounting and dismounting the train, as Management will not be held responsible for any incidents whatsoever unless caused by their negligence.
12. Ride queue hopping or jumping is strictly forbidden. Failure to comply will result in expulsion, without refund.
13. Management will not tolerate any abuse towards staff. Failure to comply will result in expulsion, without refund.
14. Smoking, eating or drinking is not permitted on the train.
15. Film & / Photographic crews may be working in the vicinity. If you do not wish to appear in any footage, please stay clear of these areas.
16. Train may be closed for functions or refurbishment. Temporary closures may occur without notice.