



## FREQUENTLY ASKED QUESTIONS

I can't make the date I originally booked. Can I get a refund / change my dates / give my tickets to someone else?

Unfortunately Swingers tickets are non-refundable and non-changeable. However we do make an exception: if it is more than 7 days before the date of your booking and you book the same number of tickets on another date, we will refund your first booking. Email [info@SwingersLDN.com](mailto:info@SwingersLDN.com) and we will email you a step-by-step guide.

If you are unable to find another date to re-book then you can pass your tickets on to a friend to use, just give them your confirmation email or get them to check-in at Swingers using the name the booking was made in.

I don't seem to have received my ticket confirmation email, please can you re-send it to me?

When you make a booking, you should receive a WorldPay transaction receipt and a confirmation email from Swingers.

We sometimes find that confirmation emails can be blocked by work email filters (because of the word Swingers) or can go straight into your junk mail, so it's worth checking there before getting in touch.

If you can't find your confirmation email, drop us a line to [info@SwingersLDN.com](mailto:info@SwingersLDN.com) with the email address that you booked with and as much information about your booking as possible so we can reissue the confirmation email.

I'm trying to book tickets but the time slot I am looking at will only let me buy one ticket. What's going on?

Our website always shows the number of tickets that are left available in a slot. If it's only showing one ticket, it's not a website fault, this means that there is only one ticket remaining.

I've forgotten to print my ticket. Is that a problem?

No – you can just show it to us on your phone. If you can't do that then don't worry, we'll have your name on our booking list.

Can I just come for food and drinks at Swingers?

Absolutely – crazy golf is not compulsory, just join us for street food and drinks! There is no cover charge and we are open from midday until late.

All the advance crazy golf tickets are sold out. What are the chances of me being able to get walk-up tickets on the door?

We sell half of our public tickets in advance and keep half back on the door every day. You can buy daytime walk-up tickets from midday onwards (when we open) and evening walk-up tickets (for the 6.30pm time slot onwards) from 6pm. Tickets are sold on a first come, first served basis.

At peak times there is always more demand for tickets and people tend to start queueing ahead of the ticket release time, so probably you'll have to arrive earlier for tickets on a Saturday night than you would do for tickets on a Monday night.

We have a good number of walk-up tickets so it's always worth coming down to try and grab some. Worst case is you don't get any but do get a great cocktail and some delicious street food!

Can I bring children or babies to Swingers?

Unfortunately not, guests must be 18 years old or over to visit Swingers.

How long does it take to play a round of crazy golf?

It varies depending on how busy we are. At peak times it will probably take 30 to 40 minutes to play 9 holes. When we are less busy, your round may be quicker.

How do the tee-off times work?

When you purchase your ticket, you pick a time slot, which is 90 minutes long. Your tee off time (start time) will be allocated when you arrive at Swingers. These tee-off times are at 5 minute intervals throughout the 90 minute time slot. Please note: your tee off time may not be until near the end of your chosen time slot. The time slot is not your playing time. The earlier you get to Swingers, the more tee-off times will be available in your for you to choose from.