

FAQs:

What time should I arrive?

Please arrive 10 minutes before your booking time stated on your ticket and head straight to our registration area.

Do we have to pay for parking?

No, you do not need to pay the parking fee when attending the Christmas experience with a ticket. Please have your tickets ready to show at the entrance gate.

What happens if we arrive late for our booking time?

If you arrive late and miss your time slot, we cannot guarantee that you will be able to see Father Christmas or have your turn on the skating rink. Please ensure you plan your journey times to ensure arriving on time.

Will there be a wait to see Father Christmas?

Yes there could be up to a 15 minute wait to see Father Christmas, don't worry though there will be lots of exciting things going on to keep the little ones entertained whilst your waiting.

Do babies need a ticket?

Yes, if you would like your baby to receive a present from Father Christmas or are the only child entering the Grotto with accompanying adult.

No, if your baby is joining other children entering the Grotto, and you do not mind the baby not receiving a present, then they do not need a ticket.

You have asked for my child's interest/ favourite thing, will my child receive a gift based on this information?

No, all children will receive the same gift and a certificate from Father Christmas.

Why do you need to know the name, age and favourite thing about my child?

This information is required to create a personalised experience for you and your family when visiting Father Christmas.

If I need to cancel or change my booking date is this possible and will I receive a refund?

No, unfortunately once tickets are purchased and payment is received they are non-refundable and non-transferable.

How long do we get on the skating rink?

You will be allocated a time slot upon arrival, you will then have 30 minutes on the ice skating rink.

Can those with an adult ticket ice skate?

Yes adult ticket price includes ice skating.

How many turns do you get on the fairground rides?

You can have as many turns as you would like, there will be a quieting system in place at each ride.

Are the fairground rides for both adults and children?

The fairground rides are for children, adults can board the ride with younger children to supervise.

What does the smores include?

At the firepit one of our team elf helpers will be able to give a pack for making your smores this includes, marshmallows, digestive biscuits and a stick for roasting your marshmallow. Smores is included in both adult and child's tickets.

How long does the experience last?

We recommend the experience will last up to 2 hours, dependent upon your time slot.