

Christmas Light Trail Frequently Asked Questions

The Alnwick Garden is delighted once again to bring back our Christmas Light Trail. This after dark spectacular is fun for all the family and will have your senses buzzing and your heart filled with seasonal spirit.

What time can I book to visit The Christmas Light Trail?

Please check the website for details and availability.

What time should we arrive?

We recommend that you ensure you are through The Garden Gate and at The Pavilion Café at least 20 minutes before the start of your session. At busy times, there may be slight wait at The Main Gate on arrival and we advise that you take this into consideration when planning your visit.

What should we do upon arrival?

Blue Badge holders can park in our accessible car park. Parking is in the main visitor car park and then make your way directly to The Main Entrance Gate when you arrive, you will need to show your email booking confirmation to the staff to check in. All children and adults attending must have a pre-purchased ticket, Christmas Light Trail Tickets cannot be bought on the day of your visit. Friends of The Garden will need to purchase a ticket as this is an after hours event.

Where is the event taking place?

The Christmas Light Trail is inside the main walled garden. It is a one way trail which will take you around The Garden lasting approximately 1 hour.

Can I go around again once in?

Yes. Once you have come to the end of the trail you can go around again but will need to follow the one way system.

Can I bring a pushchair/buggy?

Pushchairs are permitted in The Garden.

Is this experience accessible?

The Alnwick Garden is fully accessible.

What tickets do I need to purchase?

Any adult or child wishing to attend must purchase a ticket on our website choosing a date and time to attend. Children aged 4 and under are free.

In order to comply with COVID-19 Government guidelines, a maximum of 6 tickets can be bought in one transaction. This is to comply with the rule of six. These people in the group must be part of the same household or support bubble.

Do I have to wear a mask?

Masks must be worn for this experience in any indoor area. If you have forgotten to bring one, these can be purchased in The Pinery Gift Shop. You do not need to wear a mask if you can provide physical proof of medical exemption.

What will happen at the event?

Your ticket will be checked at The Main Entrance Gate and temperature will be taken. You will need to arrive at least 10 minutes before your chosen time.

A member of staff will then explain the one way system and you will be free to walk around The Christmas Lights at your own pace.

Can we take photos and videos?

The Alnwick Garden welcomes all videos and photos taken. Due to social distancing guidelines our staff members are not permitted to take group photos for your families.

Is there any catering?

The Pavilion Café inside The Garden and The Bakery in the Courtyard will be open and serving a selection of hot and cold food. A Christmas afternoon tea can also be purchased and will be available at The Treehouse.

What if I need a refund or change the date of my tickets?

Please make sure you have selected the correct date and time within the booking calendar. Unfortunately, we will not be able to move any bookings after a booking has been made. Please take into consideration your availability, and any travel times that may impact on your visit as tickets for any of our Christmas events are non-refundable and non-transferable. In the event of a government lockdown which ceases The Alnwick Garden to trade a full refund will be provided for this experience.

What if I need to self-isolate?

Tickets are non-refundable and non-transferable. If you are experiencing any Covid-19 symptoms please do not attend this event as you will be putting others at risk.