

Father Christmas and Santa Claus Frequently Asked Questions

What time can I book to visit Father Christmas?

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, giving you time to walk down to The Treehouse or into The Garden. 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, Father Christmas and Santa Claus tickets cannot be bought on the day of your visit. Friends of The Garden please show your booking confirmation along with your Friends Card.

Where is the event taking place?

Father Christmas is in The Roost at The Treehouse. Santa Claus is in The Garden behind The Poison Garden. Please check your ticket for your location.

Can I bring a pushchair/buggy?

Pushchairs are permitted in The Garden and Treehouse.

Is this experience accessible?

Both Father Christmas at The Treehouse and Santa Claus in The Garden experiences will be fully accessible.

What tickets do I need to purchase?

Any child wishing to meet Father Christmas or Santa Claus and receive a gift must have a valid ticket. Each party is permitted to include two accompanying adults (children under 18 months are welcome to come along, but must have a valid ticket if you wish for them to receive a gift). All children must be accompanied by a parent or guardian when visiting Father Christmas or Santa Claus.

How many adults may accompany the children?

Each party is permitted to include two accompanying adults. Unfortunately, in order to comply with COVID-19 Government guidelines, we are not able to be flexible with the rule of two accompanying adults per party as we must manage capacity with Father Christmas/Santa Claus. We apologise that in previous years we were able to admit two accompanying adults per child and that this has had to be reduced this year to a maximum of two adults per party to enable to follow social distancing measures.

Do I have to wear a mask?

Masks must be worn for this experience in any indoor area. Children under the age of 4 do not need to wear a mask. You will not be permitted entry to this event without a mask on. 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 Pavilion Café and temperature will be taken. You will need to arrive at Santa Claus 10 minutes before your chosen time.

An elf will check your name off the list and then call you into see Santa Claus/ Father Christmas. Santa Claus/ Father Christmas will be behind a desk and there will be seating for your children. Due to social distancing they will not be able to go closer than two meters to Santa Claus/ Father Christmas.

Parents or Guardians will be able to take photographs and videos and there will be an opportunity at the end to take a family photograph using our Elfie Selfie Station (the elf cannot take the photograph. You must use your timer on your phone). Santa Claus/ Father Christmas or one of his elves will provide a gift to the child. All seating will be sanitised after every visit.

Santa Claus in The Garden

The Alnwick Garden gives a warm winter welcome to Santa Claus, who's making his list and checking it twice! Visit him in his sorting shed to find out if he's coming to your town. Each child will receive a personalised copy of The Forgotten Snowman book and there will be an opportunity to take a photograph with the big man himself!

Father Christmas at The Treehouse

Travel to the Treehouse and meet Father Christmas in his office to find out if you've made the good list! Each child will receive a personalised copy of The Forgotten Snowman book and there will be an opportunity to take a photograph with the big man himself!

Can we take photos and videos?

The Alnwick Garden welcomes all videos and photos taken. Due to social distancing guidelines our elves or staff will be unable to take any photographs or videos on your behalf. An Elfie Selfie station will be available for you to put your phone on and set a timer if you wish to take a photograph as a family.

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 however if you are required to self-isolate we will send out a personalised message from Father Christmas and the child's gift. Please contact The Alnwick Garden on 01665 511350. If you are experiencing any Covid-19 symptoms please do not attend this event as you will be putting others at risk.