

# Father Christmas and Santa Claus Frequently Asked Questions

## ***Dates:***

27/28 Nov 10am – 4pm

3 Dec 12noon – 8pm

4/5 Dec 10am – 8pm

10 Dec 12noon – 8pm

11/12 Dec 10am – 8pm

17 Dec 12noon – 8pm

18-23 Dec 10am – 8pm

24 Dec 10am – 3pm

***£22.95 per person***

## **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. 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?**

Parking is in the main visitor car park and is £3 for the day/evening, Blue Badge holders can park for free in the accessible car park. Once parked make your way directly to The Main Entrance Gate and 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 and Santa Claus are in separate Grottos in The Garden. Please check your ticket for your location.

## **Can I bring a pushchair/buggy?**

Pushchairs are permitted in The Garden.

## **Is this experience accessible?**

Both Father Christmas and Santa Claus experiences will be fully accessible.

### **What tickets do I need to purchase?**

Any child wishing to meet FC or SC and receive a gift must have a valid ticket. Up to two additional adults will be allowed to accompany the experience, please note however that they will require a valid entry ticket for either The Alnwick Garden (10am – 15:00 slots) or the Winter Light Trail (4pm – 8pm slots). 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 can be accompanied by two adults, please note however that they will require a valid entry ticket for either The Alnwick Garden (10am – 15:00 slots) or the Winter Light Trail (4pm – 8pm slots).

### **What will happen at the event?**

Your ticket will be checked at The Pavilion Café. 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.

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. 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 accompanying soft toy and there will be an opportunity to take a photograph with the big man himself!

### **Father Christmas in The Garden**

Come 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 accompanying soft toy 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.

### **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.