

Winter Wonderland Frequently Asked Questions

What age do babies pay

- Families attending with a baby without siblings are required to pay a full child's ticket price. We are offering specialised baby and toddler winter wonderland experience, Santa's Meet and Greet. Which will be available to book from Wednesday 2nd November.
- Babies in arms are siblings of other children. However, if you want your child to participate in gingerbread activity and receive present from Santa then you would need to purchase a ticket.

Is my child too young?

- Winter Wonderland is suitable for 3 to 7 years olds and their siblings. If you would prefer you can attend our specialised baby and toddler winter wonderland experience, Santa's Meet and Greet. Which will be available to book from Wednesday 2nd November. These sessions will be Monday to Friday.

What do we get included in the ticket

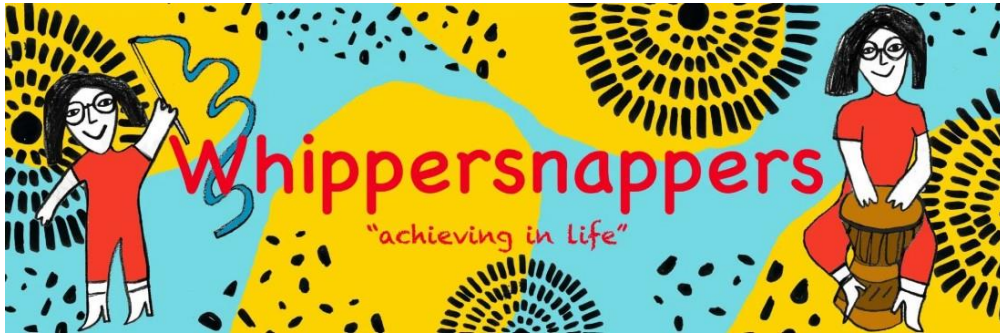
- Complimentary refreshments upon arrival – Mulled Wine or Hot Chocolate with a Mince Pie
- A photo opportunity in Santa's sleigh
- Karaoke Christmas Experience in the yurt
- Cinema experience in the cabin - including popcorn
- Decorate & take home your own Gingerbread Tree Decoration with Mrs Claus
- Face-painting with Christmas Tree Fairy
- A visit to the man himself, Santa Claus
- A present from Santa
- A digital family photo with Santa (£8 for a print picture)

Do we get a photo with Santa

Yes. Please bring your phones fully charged for us to take lots of pictures with Santa for you. A printed picture with Santa is also available to purchase for £8.

My child has allergies

When making your booking, please ensure to include all allergies and intolerances so that we can accommodate for you. You can also send us an email with your booking reference and any allergies that we need to be aware of.



[Do you offer a sibling ticket?](#)

No sibling tickets are available for Winter Wonderland. All children are required to be booked as a child ticket. If any children are over the age of 12, they can attend on an adult ticket. However, if they wish to join in any of the activities then they will be required to book a child's ticket.

[I have older children attending. How do I book them and what does this include?](#)

Children over the age of 12 can attend on an adult ticket. If you wish for them to join in with any activities and receive a present from Santa, they will require a child's ticket instead.

[How long does event last](#)

The event lasts between 1 hour and 15 minutes but due to single family visits to Santa you could be with us for up to 1 hour 45 minutes. Please take this in account when booking restaurants and events to attend after your visit.

[What is your cancelation policy?](#)

Any bookings cancelled after the 1st December are non-refundable. Booking changes before the 1st of December can be transferred or cancelled with a 10% admin charge.