



Winter Wonderland and Santa Meet & Greet[®] Frequently Asked Questions

What's included in the ticket?

- Complimentary refreshments upon arrival - Mulled Wine or Hot Chocolate with a Mince Pie or Short Bread biscuit
- A photo opportunity in Santa's sleigh
- Train experience in the cabin - including popcorn
- Craft Christmas Experience in the yurt
- 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

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 specialized Baby and Toddler experience, ['Santa's Meet and Greet'](#) for 0-3 year olds.

What age do babies pay?

Babies in arms, under 12 months, not participating in activities, that are siblings of other children do not require a ticket.

If you, however, would like your baby to participate in the gingerbread activity and receive a present from Santa then you would need to purchase a child ticket. Families attending with a baby without siblings are required to pay a full child ticket price.

Do you offer a discounted sibling ticket?

No, unfortunately due to limited audience capacity discounted sibling tickets are not available for Winter Wonderland. All children are required to book a ticket so they can participate in all the activities and receive a present from Santa.

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 decorating and taking home a gingerbread biscuit and receiving a present from Santa, they will require a child ticket instead.

How long does the event last?

The event lasts approximately 1h15 but due to single family visits to Santa you could be with us for up to 1h45. Please take this into account when booking restaurants and events.

Do we get a photo with Santa?

Yes! Please bring your phones charged so we can take lots of pictures of you with Santa.

My child has allergies

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

Do you offer carer tickets?

Yes, if you are planning to attend with a disabled child who requires a carer, please book your ticket through our booking system or contact cburghard@whippersnappers.org These tickets are subject to proof of eligibility - (carer ID card, blue badge, DLA or PIP).

Accessibility information:

The ground floor of the building and the garden are step free, we have a lift for upstairs access. We can accommodate wheelchair users in the garden and downstairs, however upper floor access is limited to those who weigh under 35kg who are able to be carried downstairs by a parent or carer. This is because of our emergency evacuation procedure when the lift would be unusable. We try to be as inclusive as possible, please contact us at cburghard@whippersnappers.org so that we can discuss how we can accommodate different needs and allow your Santa visit to take place downstairs.

Can I bring my pet?

No, unfortunately we're unable to accommodate pets.

What is your cancellation policy?

Any bookings cancelled after the 23rd November are non-refundable. Bookings can be transferred or cancelled before the 23rd November with a 20% admin charge. Please contact info@whippersnappers.org.