

## Father Christmas

### Frequently Asked Questions

- **When is the event?**  
27, 28 November, 4, 5, 11, 12, 18, 19, 20, 21, 22, 23
- **What time does the event run from?**  
Visits start at 9am and every 30 minutes thereafter with the last visit at 3pm.
- **How long does the Father Christmas experience last?**  
1 hour
- **How long do we individually get with Father Christmas?**  
This is a group experience. There will be an opportunity for families to have a photo with Father Christmas.
- **Do I need book?**  
Yes this is a ticketed event. Everyone entering the Father Christmas Village requires a tickets. To ensure social distancing a maximum of 2 adults per child per booking.
- **Do I need to purchase a ticket for the car park as well as the tickets for Father Christmas?**  
No, you will receive a complimentary admission ticket for Riverside car park with your booking.
- **What time should we arrive for our booking?**  
Please arrive at the Christmas Village no more than 5 minutes before your booking. It is a 15 minute walk for little legs, from Riverside car park to the Christmas Village. Please note we will open Riverside car park at 8:30am to allow families to park, dress for the weather, get into pushchairs if needed, go to the toilet and walk to Father Christmas' Village.
- **Do I need to take our tickets with us to the Christmas Village?**  
Yes, our elf will scan all the tickets.
- **Can I show my tickets on my smartphone?**  
Yes. Mobile reception is patchy in Strid Wood. We suggest you open your email and download the tickets before you leave the car park, leaving the safari tab open.
- **Where is the Father Christmas experience?**  
It is in Strid Wood.
- **Which car park do I park in?**  
Park in Riverside car park (postcode BD23 6AN, what3words whirlwind.dimension.jeeps)
- **How do I get to the Father Christmas experience?**  
Walk upstream from the car park, past the Cavendish Pavilion and into Strid Wood.  
Continue upstream along the green trail following the festoon lights.  
The walk from the car park to the Christmas Village is 15 minutes for little legs.  
What3words widely.embraced.warm
- **Is the walk to the Christmas Village suitable for push chairs or wheelchairs?**  
Yes
- **Can I bring a pushchair or wheelchair?**  
Yes, please note the ground in the Christmas Village is dressed with bark chip. This can be difficult to push a wheelchair on.
- **Are dogs welcome in the Christmas Village?**  
No
- **What age is the event suitable for?**  
The Father Christmas experience involves decorating a personalised decoration using glue and glitter, making biodegradable reindeer dust and singing. Parents/guardians are

welcome to help/undertake this activity for children who need help/assistance. The crafts are memories for the children to take home.

- **Do I need to purchase a ticket for my baby if I am bringing an older sibling?**  
All children including babies require a ticket.
- **What if it rains?**  
The event will go ahead in bad weather. Part of the experience is under cover however, part is not. Please check the weather forecast in advance and be prepared for the Great British weather, wrap up warm, wear waterproofs if required, bring an umbrella and wear sturdy shoes. The Father Christmas experience will only be cancelled if the weather conditions present a danger at the time of the visit. In the unlikely event that Father Christmas is cancelled, we will aim to give as much notice as possible and visitors will be notified of cancellation email.
- **Are there toilets in the Christmas Village?**  
Yes. We would advise all guests to visit the toilet before walking through Strid Wood to the Christmas Village to avoid having to go to the toilet during the Father Christmas Experience and missing part of the experience.
- **Are their refreshments in the Christmas Village?**  
Hot and cold drinks, and light snacks are available to purchase at the end of the Father Christmas experience. Due to reception our cater can only accept cash.
- **Is there seating in the Christmas Village?**  
This is predominantly a standing event.
- **We have booked to visit Father Christmas' Village at 3pm will we need a torch?**  
It is always good to be prepared, therefore please do bring a torch. Festoon lighting lights the path through the wood, outside the Cavendish Shop and Pavilion is also lit however, depending on where you are parked in the car park a torch may be helpful.
- **Will there be filming and photography?**  
Yes, filming and photography may be in progress in the Father Christmas Village. By entering the event you consent to being filmed or photographed. The photographs and film will be used to promote the event in future years on the Bolton Abbey website, social platforms, in advertisements etc. All official photographers and film crew will have identification.
- **Can I smoke in the Christmas Village?**  
Smoking, including e-cigarettes is not permitted inside the Christmas Village.
- **Can I change my booking?**  
Please check and double check your diary before booking your tickets because the Father Christmas Experience is a personalised experience, therefore bookings cannot be changed or transferred or refunded.
- **Can I enjoy Bolton Abbey before and or after our visit to Father Christmas?**  
Yes, you are welcome to spend the day on the Estate. Bolton Abbey is open from 9am, last admission 4pm and the gate closes at 5pm. Please show the complimentary car parking ticket to our colleague in Riverside car park on arrival.
- **What time is the Cavendish Pavilion open from and to?**  
The Cavendish Pavilion is open from 10am to 4pm serving hot and cold drinks, sandwiches, cakes and ice cream. There is seating and in and outside the Cavendish Pavilion.
- **Do I need to wear a mask?**  
No, however, we encourage all visitors to wear a mask in the toilets, shops and cafes in consideration of their fellow visitors, our staff and the local community.
- **Do you accept cash?**

No. Card payment only except the cater in the Christmas Village.