

## Father Christmas Frequently Asked Questions

- When is the event?  
November 23, 24, 30  
December 1, 7, 8, 14, 15, 20, 21, 22, 23
- What time does the event run from?  
Visits start at 9am, 10:30am, 12:30pm, 2:00pm and 3:30pm.
- How long does the Father Christmas experience last?  
Approximately 1 hour and 30 minutes.
- How long do we individually get with Father Christmas?  
Children will have the opportunity to meet Father Christmas in his log cabin, with their family, to tell him what they would like for Christmas and to have a photograph with him.
- Do I need book?  
Yes this is a ticketed event. Everyone entering the Father Christmas Village requires a ticket.
- 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 car park ticket for Riverside car park with your booking. You can use this car park ticket before or after your visit to Father Christmas to enter Bolton Abbey Village and or Strid car park and enjoy the wider estate.
- 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, 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. There is no mobile reception at the entrance to the Christmas Village. Please 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 Father Christmas' Village?  
Walk upstream from Riverside 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 pushchairs 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 and or pushchair on.

- Are dogs welcome in the Christmas Village?

No, except for assistance dogs.

- What age is the event suitable for?

The Father Christmas experience involves a number of bush craft activities including fire lighting and axe throwing. This event is suitable for children aged 3 +.

- Do I need to purchase a ticket for my baby if I am bringing an older sibling?

In the interest of health and safety and for the enjoyment of all the event is not suitable for children under the age of 3 years.

- Can an 'older sibling' ticket holder accompany a 'child' ticket holder?

All 'child' ticket holders must be accompanied by an 'adult' ticket holder.

- What if it rains or snows?

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 via email. Visitors will be offered a striped back opportunity to meet Father Christmas to allow the children to tell Father Christmas what they would like for Christmas and to receive their gift. This will be indoors and will not include any bushcraft activities.

- 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 there 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 caterer can only accept cash.

- Is there seating in the Christmas Village?

This is predominantly a standing event.

Minimal seating is available.

- We have booked to visit Father Christmas' Village after 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 and outside the Cavendish Shop. The Cavendish 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. Your ticket can be used in Bolton Abbey Village and / or Strid Wood car park as well as The Riverside car park. Please show the complimentary car parking ticket to our colleague in the car park kiosk. The 12 Days of Christmas will run from 30<sup>th</sup> November.

- 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.