

Father Christmas Frequently Asked Questions

- When is the event?

22, 23, 29, 30 November

6, 7, 13, 14, 20, 21, 22 & 23 December 2025

- 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 30

- How long do we individually get with Father Christmas?

Children will have the opportunity to meet Father Christmas with their family, to tell him what they would like for Christmas and have a photo with him.

- Do I need book?

Yes, this is a ticketed event. Everyone entering 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 one complimentary car park ticket for Bolton Abbey car park with your booking. Additional tickets can be purchased for £12.50 during the Father Christmas booking process or at a later date.

The car park ticket can be used on the date of your visit, either before or after your visit to Father Christmas, to enter Riverside and or Strid car park and enjoy the wider estate.

- What time should we arrive for our booking?

Please arrive at Father Christmas' Village no more than 5 minutes before your booking. Please note we will open Bolton Abbey 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 Father Christmas' Village?

Yes, our elf will scan all the tickets.

- Can I show my tickets on my smartphone?

Yes.

- Where is the Father Christmas experience?

It is next to Bolton Abbey car park.

- Which car park do I park in?

Park in Bolton Abbey car park (postcode BD23 6AX, what3words lease.speeded.fellow)

- How do I get to Father Christmas' Christmas Village?

Walk across Bolton Abbey car park toward the gate in the hedge.

- Is the walk to Father' Christmas Village suitable wheelchairs?

Yes.

- Can I bring a wheelchair?

Yes, please note the ground in the Christmas Village is dressed with bark chip. This can be difficult to push a wheelchair on.

- Can I bring a pushchair

No, due to limited space we ask that babies/toddlers are carried.

- Are dogs welcome in the Christmas Village?

No except assistance dogs

- What age is the event suitable for?

The Father Christmas experience involves a number of activities suitable for children aged 3 +.

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

Yes, please book a babe in arms ticket.

- 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. Visitors will be notified of cancellation via email.

Visitors will be offered a very simple, 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 experience will be indoors and will not be comparable to the experience in Father Christmas' Village.

- Are there toilets in the Christmas Village?

Yes. We would advise all guests to visit the toilet before entering Father 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, light snacks and lunches are all available outside Father Christmas' Village in the neighbouring kiosks, tearooms and cafes.

- Is there seating in the Christmas Village?

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 will illuminate Father Christmas' Village.

- Will there be filming and photography?

Yes, filming and photography may be in progress in 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 because 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 Riverside and / or Strid Wood car park as well as Bolton Abbey car park. Please show the complimentary car parking ticket to our colleague in the car park kiosk. The 12 Days of Christmas will run daily from 29th November and The Devonshire Arms Christmas Market with artisan gifts and festive fayre will be open on 29 & 30 November, 6, 7, 13 and 14 December.