

# FAQ'S



## **What is the event and do we get to meet Father Christmas?**

This Enchanted Grotto is an enchanting experience combining immersive theatre and festive family fun. As part of the experience, children will be able to decorate their own delicious Christmas gingerbread treat (allergies catered for please inform us in advance) , watch theatrical performances, travel through the different themed rooms such as the toy workshop , jingle jangle junction + the north pole post room . You will also meet Father Christmas, have a photo on the magic mirror and choose a gift to take home. Your child will pick from age appropriate presents at the end of the experience.

## **Will my child receive a gift?**

Yes, all children will get to choose a take home gift from the basket of goodies on offer in Father Christmas's drawing room . Each child will get to choose a small present from something the elves have been working on that week. Make sure your little ones know that Father Christmas is busy preparing for Christmas morning, so he won't have the presents they've asked for just yet. He'll deliver them to home as normal. To keep the spirit of the season and ensure every child feels equally special, Father Christmas won't be able to give out your own presents. We don't want other children thinking he has any favourites!

## **Is the Father Christmas at the garden centres breakfast with santa and afternoon tea with santa different to the enchanted grotto?**

Yes, the Sussex country gardener are hosting the dining experiences. Once upon a wish are only providing father Christmas for the enchanted grotto experience. To keep the magic of our experience as authentic and magical as possible we advise you dont go to the same event on the same day as to avoid any tricky questions from your little elves!

## **When does the grotto open?**

The grotto opens on Saturday 25th November and closes on Sunday 24th December. We open for weekday bookings from the 15th December .

## **When does the grotto close?**

The grotto closes on Christmas Eve, Sunday 24th December 2023. The final session will start at 11 am.

## **Will my child get to meet Santa?**

Yes, each family group will have an individual meet with Father Christmas .

## **What age is the grotto suitable for?**

The grotto is suitable for children aged 18 months to 10 years, but it really is fun for all! Children aged 2.5 - 8 years old will get the most out of the experience but all ages are most welcome.

## **How much will my visit cost?**

Tickets to the grotto cost £25.00 per child (including a gift per child) and £10 per adult. A booking fee applies per ticket purchased – this is £1 per child ticket and £1 per adult ticket.

## **Is there a charge for babes in arms under 12 months old?**

If you are bringing a baby on their own or want your baby to receive a gift, you will need to pay the "my first Christmas" price. Babes in arms under 12 months old accompanying a paying sibling who do not want to receive a gift are free of charge and do not require a ticket.

## **Why do I have to pay a booking fee?**

The booking fee covers the cost to issue your tickets via a third party ticket selling app.

## **How long does the experience last?**

You will be about 40-45 minutes moving through the experience.

## **Are there any dedicated inclusive sessions available?**

Yes we are producing a special SEN day of the event on the 14th December . This will be available for families with special needs – the sessions are adapted in a variety of ways, including a more relaxed attitude to noise and lighting effects, in order to reduce anxiety and ensure a safe, enjoyable visit. During the SEN day our team will try to help everyone feel comfortable enough to talk, sing, dance and even shout out at any point during the experience. Please note that it will not be possible to reduce noise and lighting effects in open sessions and the experience may well be quite busy at peak times.

## **Can I book a special needs group and school party visits?**

Please email [onceuponawishevents@gmail.com](mailto:onceuponawishevents@gmail.com) to discuss your visit and special requirements.

## **Why should I book in advance?**

We recommend that you pre-book your tickets to avoid disappointment, availability is not guaranteed.

## **Will I receive a ticket once I have booked?**

Yes, you will be emailed an e-ticket, you can either print your ticket or show it on your mobile phone at the entrance to the experience. Your surname will also be on our guest list .

## **Do you offer refunds?**

We regret that we are unable to refund unwanted tickets. If the event cannot go ahead, then guests will be refunded. If you are unwell then we will try to accommodate you another time, subject to availability.

## **Can we change the time/date of our booking?**

In special circumstances, our staff are able to change the time/ date to any other available slot but it is advised you ensure your date and time are correct at time of purchase. Please note that changes cannot be made by the Sussex Country Gardener team, please contact [onceuponawishevents@gmail.com](mailto:onceuponawishevents@gmail.com) for any changes.

## **When should I arrive?**

We recommend that you arrive at the event no earlier than 5-10 minutes before your pre-booked time slot. Your experience will start promptly at the time you have booked. For example if you have purchased tickets for the 11am slot we advise you to arrive at the enchanted pathway around 10.50 am .

## **Where is the grotto located?**

The grotto is located inside the shopping section of the garden centre near to the entrance of the cafe . Visible Signage will be present to help direct you.

## **Where can I park?**

The Sussex Country Gardener has a large surrounding car park that can be used during the event . All parking is free of charge.

## **Are there toilets and baby change facilities?**

The nearest toilets and baby change facilities can be found in the cafe area of the garden centre.

## **Is there somewhere to leave buggies?**

There is an area to park your buggy within the experience . Buggies are left at the owner's risk. We regret no buggies can be taken inside the experience due to the nature of the enchanted grotto we advise putting tiny elves in baby carriers /slings.

## **Is there access for wheelchairs?**

There is full disability access throughout the Enchanted Grotto experience.

## **Can we bring food and drink into the experience?**

No, we would ask that you refrain from eating and drinking please.

## **Can we take our own photographs with Father Christmas and during the experience?**

We encourage you to take photos during the experience and a magic mirror photo of your family and Father Christmas will be airdropped or emailed to you inside Father Christmas's drawing room!

## **Have all staff been security checked according to government guidelines?**

Yes, all staff are checked to the relevant level for this experience.

