



Why is there the option for Open Groups this year?

We've listened to feedback and offered the option for larger Open Groups to further improve the overall participation and experience for everyone.

What's the difference between an Open Group and a Personal Group?

When purchasing any standard Open Group ticket, you will be asked to select a time/session of your choice. This session will remain open on general sale to allow others to join the same session time. Capacity is capped at a maximum of 10 in any Open Group ticket.

A Personal Group ticket means you have purchased the whole session time, once you have booked this, the remaining slots are not available for others to join. There are two types of Personal Group tickets available, 1) up to six and 2) over six (max of 10 per group).

How do Open/Personal Groups meet Father Christmas?

Open Groups will all access Santa's house together, however there will be an opportunity for individual family photos at this point. Santa will greet the children by name in a collective group (Max open group size is 10). Should you wish not to share this experience, we recommend selecting a personal group ticket. If you have selected a Personal Group option, you will be asked for your child's name and some additional information. Santa will then relay this to each child when meeting them.

What is a WSP?

(Winter Season Pass) If you are buying a Winter Season Pass for the Farm Park you will receive a discount of over £9 off each ticket price and early bird dates. If you opt for an OPEN Group ticket, each person receiving a discount will require a valid season pass. If you opt for a PERSONAL Group ticket, your discount applies to the whole group (at least two people in the party must have a valid season pass). If you have selected the WSP ticket option and do not have a valid pass on the day of your experience, you will be asked to pay the difference on the day. WSP are valid from 7th November until the 21st March 2025 inclusive. Please see winter opening times/dates.

Adult/Child WSP is £30 Concessions

£26

I'm using my complimentary Farm Park access during the day but my slot isn't until much later in the evening.

You're welcome to stay on in our adventure straw barn until your session time, alternatively you may wish to leave and come back in the evening. If you do, we will ask to kindly see your booking reference.

If you have purchased a midweek ticket (up until 13th Dec) and the Farm Park is closed or you can't get to us until after school hours, you will have the option to show your entry on a different day of your choice up until 23rd December 2024 to use the Farm Park for free. Please note: Evening entry (after 4.30pm) is alongside our Events Barn, not the standard Farm Park entrance.

What if my session is in the evening and the Farm Park isn't open during the day? (midweek only)

If you have purchased a midweek ticket (up until 13th Dec) and the Farm Park is closed or you can't get to us until after school hours, you will have the option to show your entry on a different day of your choice up until 23rd December 2024 to use the Farm Park for free (please check winter opening times).

Please note: Our adventure straw barn will be open in the evening (From 4.30pm) for you to use before your experience, this is not counted as your complimentary visit. If however, you use the Farm Park before 4.30pm it will be.



FAQ's

Under 2's and babies

Children under the age of 2 are free to enter and do not count towards your final group size numbers. For the best experience we recommend leaving buggies outside the experience. Should you wish for your child to receive a gift from Santa, please select the under 2 gift only option on the ticket menu.

(Due to choking hazards, some toys in our selection may not be suitable, please always check the hangtag)

How long is the overall experience?

Your adventure will last around 40 minutes, at the end of the experience you will have time to select a gift from Elf Emporium. Don't forget to make full use of Farm Park too, there's plenty to keep everyone busy.

Can I take videos or photos

We kindly ask that you refrain from taking any video or photography while on your adventure, however once you arrive at Santa's house you are welcome to capture the magic. Individual family photos will also be available to purchase at an additional cost once you leave the experience, although this is optional.

How do I book an SEN group?

SEN sessions are available at the start of each day. These sessions should only be booked by families or groups that would benefit from reduced noise, interaction and calmer performances. Our team and performers will do their best to accommodate. Please phone our reception team to organise this: 01983 758722 (option 8).