

## **Winter Festival 2024 – Q&As**

### **Key Event Details**

#### **When is the event?**

Our Winter Festival will be held on Saturday 7<sup>th</sup> December 2024, running from 12noon to 7pm.

#### **Where is the event held?**

Our Winter Festival will be held at The Children's Trust headquarters, Tadworth Court, Tadworth Street, Tadworth KT20 5RU

### **Tickets**

#### **How can I buy my tickets?**

The tickets can be purchased via this link: <https://thechildrenstrust.digitickets.co.uk/tickets>. By attending this event you are helping to raise vital funds for children with brain injury and neurodisability. Thank you for your support.

#### **How do I contact my ticket provider?**

If you would like to contact them, please email [events@thechildrenstrust.org.uk](mailto:events@thechildrenstrust.org.uk).

#### **Am I able to buy tickets on the day?**

Yes tickets will be available for purchase on the day however to avoid disappointment as tickets are limited, you are encouraged to purchase tickets in advance.

#### **What is the cost of the event?**

An adult ticket will be £12

A child ticket will be £8

Children under the age of 3 are complimentary however will need a ticket to access the event.

#### **What ages does a child ticket cover?**

A ticket will need to be purchased for all children attending the event. A child ticket will need to be purchased for any child aged 3-16 – please select 'Winter Festival Child'.

A ticket must be ordered for those children under 3 however there is no entry charge. Please select 'Winter Festival Under 3'.

#### **What does my entry ticket cover?**

The purchase of a ticket to our Winter Festival includes entry to the event where a range of activities will be available, and access to our illuminated winter light display.

#### **How do I purchase carer tickets?**

Carers can attend for free. You can request your free carer's ticket by emailing the Events Team with the following details –

-Your name

-Your address

-Your booking reference number

-A copy of any of the following documents:

- Confirmation of middle or higher rate of Disability Living Allowance (DLA)\*
- Confirmation that you receive the Standard or Advance rate of Personal Independence Payment (PIP)\*
- Certification of being registered blind or partially-sighted\*

*Please make sure that you include one of these documents, as we won't be able to provide a ticket for your carer without it!*

*\*The organisers reserve the right to check a person's eligibility under the Disability Discrimination Act (DDA).*

We will send your free carer ticket via email to you before the 7<sup>th</sup> of December.

**I can no longer attend the event, can I be issued a refund?**

Tickets are non-refundable, and non-transferrable.

**How do I book a Santa's Grotto slot?**

Once a child or adult ticket option has been added to your basket, you will be given the option to add on a Santa Grotto session.

Tickets should be purchased for all children who will attend the Santa's Grotto, including those children under the age of 3.

**What does the time mean on my Santa's Grotto slot?**

The 'session time' is your entry time to Santa's Grotto. Please arrive at least 10minutes before your session to avoid disappointment.

Session times are fixed, and cannot be amended.

**Can adults attend the Santa's Grotto?**

Yes an adult must accompany the child at all times. A separate ticket is not required.

**General**

**Is the event accessible?**

The event is fully accessible. If you are a Blue Badge holder, our marshals will park you as near to the site as possible. There are also accessible toilets onsite.

**Is there parking available?**

There is no parking onsite, unless you are a blue badge holder, but you will be able to park on local roads in the vicinity of The Children's Trust site. Please respect our local residents when parking your vehicle and park considerately, respecting the Highway Code.

**Can I bring my own food and drink?**

Unfortunately, we do not allow food and drink to be brought in from outside. There will be food and drink available to purchase on-site at the event.

**Is the event likely to go ahead if it rains?**

The event will go ahead in any weather conditions, so please be mindful of appropriate clothing for the forecasted weather. Some activities will be held indoors and under shelter in our marquee.

**Are dogs welcome?**

Unfortunately, not for this event.

**Do I need to bring anything?**

Please bring along your ticket confirmation for entry to the Event and Santa's Grotto.

Please wrap up warm as the event is outside!

**What payment methods will be accepted at the event?**

You will be able to use both cash and card at this event.

**Will I be informed of any major changes to the event?**

Yes, any major changes to the event will be posted on our social pages and on our website. We will also be sending an email to ticket holders the week of the event. Please do keep a look out and add us to your 'safe senders' list!

Instagram @childrens\_trust

Twitter @Childrens\_Trust

Facebook @childrenstrust

**Are drones permitted?**

No drones are permitted into the venue, and anyone found with a drone will be asked to leave the venue with no re-admittance.

**Supporting the Event****I am a business owner and am interested in supporting the event. Is this possible?**

If you are interested in hearing more about how you can support the Winter Festival and raise vital funds for children with brain injury, please contact our Events Team at [events@thechildrenstrust.org.uk](mailto:events@thechildrenstrust.org.uk).

**I am a business owner and am interested in having a stall at your event. Is this possible?**

If you are interested in becoming a stallholder at our Winter Festival, please contact our Events Team at [events@thechildrenstrust.org.uk](mailto:events@thechildrenstrust.org.uk).

**I am a performer, and interested in performing at the event. Is this possible?**

If you are interested in performing at our Winter Festival, please contact our Events Team at [events@thechildrenstrust.org.uk](mailto:events@thechildrenstrust.org.uk)

**Do you need volunteers? If so, how can I help?**

We are always looking for volunteers, to find out how you can help please contact our Events Team at [events@thechildrenstrust.org.uk](mailto:events@thechildrenstrust.org.uk).