



What you need to know and FAQs

Event address:

Webbs Wychbold, Worcester Rd, Droitwich Spa, Droitwich WR9 0DG, Tel: 01527 860000.
Entrance to this event is based at The Riverside Gardens at the bottom of the car park.

Event opening times:

Saturday 5th November 2022 – Monday 2nd January 2023* (excludes the 7th, 8th, 9th, 14th and 15th November and 24th, 25th and 26th December)

How much are tickets?

Off peak - November 2022/January 2023

£16 adult, £10 child (3-16) 0-2 years free. £50 family ticket (two adults, two children)

Peak – December 2022

£18 adult, £12 child (3-16) 0-2 years free. £55 family ticket (two adults, two children)

Children 0-2 years of age are free of charge and do not require a ticket for entry.

Group Bookings - For group bookings for 15+ people, please call 01527 860000 or email enchantedgardens@webbs.co.uk and receive a 10% discount on your booking. You cannot get the discount online.

Carer Tickets

One free carer ticket can be provided for each paying disabled visitor. Carers must provide assistance to the visitor and proof of entitlement will be required on entry on the day of your visit. The following are accepted:

1. Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book – (dated within the last 12 months).
2. Attendance Allowance or Carer's Allowance letter of award – (dated within the last 12 months).
3. In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI)
4. A recognised Assistance Dog ID Card

Please call 01527 860000 if you need assistance booking carer tickets.

Sessions for children with sensory needs

We have four sessions at half the usual capacity for neurodiverse children with sensory needs between 5pm and 5:30pm on Thursday November 10th. The feedback from parents of neurodiverse children last year was that children who came to the normal sessions throughout the run very much enjoyed it - as we do not have any strobes or sudden loud noises. We'd advise that weekdays, later in the evening are quieter, if any parents are unsure. Alternatively, please call to book one of these earlier reduced capacity sessions on November 10th - 01527 860000.

How accessible is this event?

The paths are gravel and undulating in places and will not be suitable for all wheelchairs or people with mobility issues. Please call us to discuss your individual requirements on 01527 860000.

Community Heroes

Our community heroes event will take place on Thursday November 10th at 5pm. Nominations will be open in due course and communicated on social media.

Can I cancel my ticket if it is no longer required?

Refunds will be considered on a case by case basis. Please call Customer Services on 01527 860000. Requests must be made 48 hours prior to your scheduled booking and the final decision is at the discretion of Webbs management. A refund request made after this time will not be processed. Any ticket refunds that are permitted will be processed within 7 working days.

Transferring tickets can be done at home logging into 'My Account' at webbsevents.co.uk. In the unlikely event that you experience a problem please call 01527 860000.

What happens if it is poor weather on the night?

In the event of adverse weather including strong winds, lightning, or heavy snow we may have to close the gardens. We will endeavour to inform customers by 2 pm on the day by email if we have to cancel. Tickets will then be refunded within 7 working days. You can then rebook where there is capacity available.

Are dogs allowed on the trail?

Only guide dogs and registered assistance dogs are permitted. Owners must be responsible for their dogs at all times, clean up after them and **keep them on a short lead at all times.**

Smoking

Smoking or vaping / e-cigarettes are not permitted on the trail or within any of the buildings, tents or igloos.

Are toilets available?

Separate male, female, disabled / baby change toilets are available by the ticket office or within the Webbs main building during opening hours. **There are no toilets within the trail itself. Please ensure young children have used the facilities prior to entering the trail.**

Is food and drink available?

Hot dogs, chips, loaded nachos and chips, hot and cold drinks including alcohol and a range of snacks will be available from the heated tipis. Seating is also available inside the tipis. We will also have VIP Dining available in our igloos - afternoon tea or a hot meal, it is essential to pre-book the igloos on our Whats's On page.

How long should I allow for the event?

The route should take around 45 minutes to an hour to complete. Please allow additional time for catering before or after your event booking.

Is there a set route around the Gardens?

Yes. As this event takes place in the Riverside Gardens after dark, there will be a one-way (for the most-part), lit route for visitors to follow in order to keep everyone safe. Please do not leave the set pathway at any time unless advised to do so by Webbs event team. We ask that you always remain on the designated path because of hidden hazards such as slopes, the river & to prevent becoming lost. Children must always be supervised as there is a river on site and certain areas may be dark.

When are the quieter times for visiting?

Christmas events at Webbs are extremely popular at the weekends and during the school holidays. To attend the event at a during a quieter period, we recommend booking one of our November sessions.

What should I wear?

As the trail takes place outdoors, please ensure you have sufficient warm and waterproof clothing. Visitors are strongly advised to wear sturdy, flat shoes with good grip as the trail takes place on natural paths covering areas of uneven ground and variable terrain.

Will catering be available?

Yes, various catering options will be available. Please see the web page to find out about the available options for your visit.

PLEASE NOTE: The Catering Tipis will close an hour after the last session starts, e.g., if you have booked for the 8.30pm session (which will end around 9.15pm), the tipis will close at 9.30pm – you can of course visit the tipis before your session starts.

Will visiting the route be safe in the current climate of covid-19?

Although government restrictions have now been lifted, we've put a number of measures in place to ensure everyone can enjoy the evening illuminations safely. These include:

- Limiting the capacity of each slot
- One-way routes around the most-part of the gardens
- Marshalling visitors to ensure that crowds do not form around installations along the walk
- The route being completely outside

Lost property:

If you accidentally leave anything at the gardens this will be taken to our lost property area at the main reception desk in the store.

Are dogs permitted?

Only guide dogs and registered assistance dogs are allowed in the gardens.

Arriving on the day:

Please arrive promptly at the entrance to the Riverside Gardens within your allotted time slot. Our team will need to scan your booking QR code to allow you into the event (please note that our systems have been upgraded from last year and tickets will be scanned this year.) Please ensure you are able to show a copy of your confirmation email on your smartphone or tablet. Alternatively bring a printed copy of your booking confirmation email, including the barcode. If you are unable to do either of these please bring your booking reference number to the event at the time of your session.

Our Commitment to the environment

None of our catering waste goes to landfill. We try to use biodegradable materials and we recycle where we can.

Webbs