

## Frequently Asked Questions

### What is Santa's coming to Slimbridge?

Santa's Coming to Slimbridge is a package of activities, which includes an all day breakfast in the Kingfisher Kitchen with an appearance from Santa, admission to the centre, and additional festive activities.

### Where does it happen?

In the Kingfisher Kitchen restaurant, next to the Gift Shop.

### Is there a Santa's grotto this year?

No we are running a similar experience to Christmas 2020, there is no grotto experience this year due to Coronavirus restrictions in place for social distancing. Therefore, you will be seated at your table in the Kingfisher Kitchen and Santa and an elf will visit you at your table from a safe distance. Any participating children will receive an age appropriate gift.

### When is it?

On Saturday 11<sup>th</sup>, Sunday 12<sup>th</sup>, Saturday 18<sup>th</sup> & Sunday 19<sup>th</sup>

### How do I book?

Please visit the Santa's coming to Slimbridge listing on the 'What's On' section of Slimbridge website to book tickets.

### Can I turn up on the day and buy a ticket?

No, you will need to book your Santa's Coming to Slimbridge tickets in advance. Please visit our website to book online.

### What time does the event start?

The Santa's coming to Slimbridge experience runs from 10am – 3pm. You can book a time slot at 10am, 11.15am, 12.30pm, 1.45pm and 3pm. When you book online you will be able to select which time slot you would like. You will need to arrive 10 minutes before your time slot outside the Kingfisher Kitchen.

### What time should I arrive at Slimbridge?

You will need to be outside the Kingfisher Kitchen at least 10 minutes before your allotted time. However if your experience is booked later in the day you're more than welcome to arrive earlier and take part in the other festive activities running throughout the day, we open at 9.30am – 4.30pm.

### How much is it?

<b>Members</b>		
All members (adult, children, concession)	£14.95	Includes meal, Santa visit, gift (for participating children) and admission.
Under 2's	Free	Admission only
<b>Non Members</b>		

Adult	£22.00	Includes meal and admission.
Child (4- 16 years)	£19.15	Includes meal, Santa visit, gift and admission.
Children (2-3 years)	£14.95	Includes meal, Santa visit, gift and admission.
Under 2's	Free	Admission only
Concession ((65+, disabled, full time student or unemployed)	£21.09	Includes meal and admission
Essential helper assisting disabled visitors	£14.95	Includes admission and food. This ticket is only valid with concessionary rate tickets.

### **I'm a member which ticket should I book?**

All member tickets are £14.95 and include a meal, Santa visit and a gift for a child. There will be no grotto this year so Santa will visit you at your table whilst you are having either breakfast in the Kingfisher Kitchen.

### **I'd like my under 2 to have a child's meal, which ticket should I buy?**

If you would like your under 2 to have a meal then we recommend you book a Santa Experience children ticket (2-3 years) at £14.95. This will include a child meal, Santa visit, gift and admission.

### **Is the event suitable for children under 3 years old?**

The event is suitable for young children but we have given you the option to decide how much you think your child will want to engage with the experience.

### **Why is there no afternoon tea option this year?**

Due to food shortage supplies, we are not able to offer afternoon tea this year.

### **How many children can I book to visit Santa?**

We allow up to 6 people, adults and children to have a table in the Kingfisher Kitchen. If your household totals more than 6 people please email us at [events.slimbridge@wwt.org.uk](mailto:events.slimbridge@wwt.org.uk) so we can arrange something suitable for you.

### **Do I need to purchase tickets for the adults in the group?**

For all visits, there must be at least one adult to accompany children on their visit to Santa. This adult includes admission and a meal. We do not allow adults not eating to join the experience due to the limited numbers and we won't be serving other meals in the restaurant this time.

### **What if the coronavirus restrictions in the area I live change and I can no longer visit?**

If the coronavirus restrictions change the circumstance of your visit, please get in touch via [events.slimbridge@wwt.org.uk](mailto:events.slimbridge@wwt.org.uk) at least 24hrs before the day of your visit and we will either transfer you to a new event date or look at refund options depending on the circumstances.

### **If I have coronavirus, symptoms of coronavirus, or have been instructed to self-isolate, and therefore can't visit, will I get a refund?**

Ideally we would move you to a new date if possible but yes, you will receive a full refund as long as you cancel and inform us at **least 24 hours before the day**. You will need to email [events.slimbridge@wwt.org.uk](mailto:events.slimbridge@wwt.org.uk).

**Will I get a refund if the event has to be cancelled due to coronavirus?**

Yes, if Slimbridge Wetland Centre has to either cancel the event or close the site due to changes in coronavirus restrictions in our area you will receive a full refund.

**Can I visit the restaurant for my breakfast at any time?**

No, you must proceed to the Kingfisher Kitchen 10 minutes before your allotted time slot only. Our catering team will be waiting to welcome you and the restaurant is closed to other visitors during on these dates.

**Do I need to pay for additional Christmas activities?**

All our additional Christmas activities are included in your Santa's coming to Slimbridge ticket or your membership. Find out more about our Christmas activities on our webpage over the next few weeks.

**I have dietary requirements, who do I need to inform?**

We hope that we can cater for your dietary requirements including vegetarian, vegan, gluten free and any allergies or intolerances. If you have any special dietary requirements please enter your requirements when prompted during the checkout process online or call our events team to discuss on **01453 891223**.

**How do you source the food in your restaurant?**

We're proud to serve sustainably sourced food and drink, from MSC certified fish to Fairtrade tea and coffee. Our fresh meat and milk are Red Tractor certified and the eggs we use are free range; great local food and drink are important to us.

**A member of my group has a disability, will the Santa event be suitable?**

All areas for this experience are wheelchair accessible. The Kingfisher Kitchen is a large space and can get quite busy when full. The grounds have level access and hard-surfaced paths with tarmac on main routes (and compacted gravel on minor paths) and board walks over marshy areas. We have ramp access to the Reception and down to the centre and site. If you have any special requirements please contact our booking team who will be happy to help. Please call 01453 891223 (Monday to Friday) or email [events.slimbridge@wwt.org.uk](mailto:events.slimbridge@wwt.org.uk) You can find out more about the facilities we have on offer at WWT Slimbridge including detailed information on access, hearing induction loops, manual wheelchair and mobility scooter hire and bringing your trained assistance dog. We have a discounted Essential Carer ticket for any accompanying adult but you will need to book an Essential Carer ticket.

**Do I have to pay for parking?**

Parking is free and we have 17 designated disabled spaces.

**Will there be toilet and baby changing facilities?**

There are baby changing facilities by the Kingfisher Kitchen restaurant. Within the visitor centre building there are male and female toilets and three wheelchair accessible toilets. These have wider doors, a larger floor space, help cords and handrails.

**Is it table service?**

Yes our catering staff will provide table service.

**What is the seating arrangement? Can I have a private table?**

You will be seated with only your party and there are queuing and one-way systems in place within the restaurant, as well as hand sanitiser available for visitors on entrance.

**What else can we see and do at Slimbridge?**

Winter is a great time to visit Slimbridge. You should see large numbers of ducks, geese and swans at this time of year. You can explore our Arctic Adventure, new Mission Possible Exhibit, Living Wetland Theatre and Waterscapes Aviary and Toad Hall. Head up the Estuary Tower to witness stunning views of the Severn Estuary. For nature lovers enjoy birdwatching at our world class wetlands.

**Can I buy food and drinks from the restaurant?**

The Kingfisher Kitchen will only be running the Santa's coming to Slimbridge event on these select dates in December. The kiosks will be open in the grounds to serve visitors snacks and hot drinks.