

CHRISTMAS AT BOLESWORTH

GENERAL INFORMATION

What is Christmas at Bolesworth?

Bolesworth will be transformed into an illuminated winter wonderland this late November/December. The magical 1.2 mile trail promises a dazzling after-dark experience for all of the family. You'll travel alongside the lakeside with the backdrop of the castle lit to spectacular effect, then you'll follow the winding pathways through the woods where you may spot a reindeer or two, travelling over bridges and through the spectacular grounds.

- Santa's Grotto*
- Christmas Market
- Reindeer Woods
- Champagne Experience *
- Fairground *

**separate charges apply*

What are the dates of Christmas at Bolesworth?

25 November to 1 January 2023 inclusive (on selected days)

What are the trail times?

Times vary by day. To look at times please click [here](https://tickets.bolesworth.com/shows/show.aspx?sh=CHRISTMA22) (<https://tickets.bolesworth.com/shows/show.aspx?sh=CHRISTMA22>) and select the date you are considering attending.

Where is Christmas at Bolesworth and how do I get there?

The illuminated trail car park is at Bolesworth Castle. The address for entry is Bolesworth Castle, Tattenhall, Cheshire **CH3 9JJ**.

By train:

The Bolesworth illuminated trail is approximately a 20 minute taxi journey from Chester station and around a 30 minute taxi journey from Crewe station.

By bus: We would not recommend transportation via bus as unfortunately, we are not on a direct route.

By road:

From East via M56 – M53

M56 at Junction 15 take the M53 south towards Chester. M53 becomes the A55. Leave the A55 at Junction 40 (previously Junction 37). At the roundabout, take the 3rd exit onto A51. Keep in the left-hand lane and take the left filter onto the A41 (Ring Road). At the next roundabout take the left filter, following signs A41 Whitchurch. Remain on the A41 for 7 miles. Approx. 3 miles after Milton Green

turn left onto Old Coach Road. After 300 yards Production Gate entrance will be on your left.

From Holyhead – North Wales via a55

Take A55 towards Chester – branching left at Junction 37 onto the A55 signposted for Chester. Continue on the A55 towards Chester and take Junction 39 (was Junction 36a) towards Whitchurch. Take the right-hand lane at the traffic lights and turn right onto the A41, signposted Whitchurch. Remain on the A41 for 7 miles. Approx. 3 miles after Milton Green turn left onto Old Coach Road. After 300 yards Production Gate entrance will be on your left.

From the South via M6

Take the M6 North. Leave the M6 at Junction 10A onto the M54. At M54 Junction 3 take the 3rd exit signposted A41/Whitchurch. Follow the A41 for approx. 29 miles. After Whitchurch continue on the A41 towards Chester. After 11 miles, at the Broxton roundabout, take the 2nd exit to Chester. After approx. half a mile take the first right onto Old Coach Road. After 300 yards Production Gate entrance will be on your left.

Do I need to do the trail before enjoying any additional experiences?

Booking times are for your arrival time to Bolesworth and not your actual time allocated to start the Lights Trail. Once parked and inside the event you can walk the trail and experience all other areas at your leisure. For all other pre-paid experiences, please arrive at your allocated booking time – that includes Santa's Grotto and Champagne Experience.

Should I arrive in advance of my ticketed time slot?

We would advise arriving at the venue at least 15 minutes before you are due to begin the trail – this will give you time to park and check in.

Who is Christmas at Bolesworth suitable for?

Christmas at Bolesworth is suitable for all ages. It is an experience to be enjoyed by everyone.

Can we see Santa?

Yes, you are able to book a visit to see Santa. This experience should be booked in addition to your general admission tickets (an additional charge applies). You will be allocated a space within a 15 minute slot and will get to meet the man himself, have a picture taken and the child will receive a gift.

What's included in the Champagne Experience?

The Champagne Experience will last 45 to 60 minutes. Upon arrival you'll be greeted by a host who will show you to your allocated dome (maximum number of visitors for your booked slot is eight people, including children), cost of the dome includes one bottle of champagne.

How old do I have to be to enjoy the Champagne Experience?

There is no age restriction to enjoy the Champagne Experience, all children must be accompanied by an adult and there will be a soft drink option.

What should I wear?

Christmas at Bolesworth takes place outdoors. Please wear appropriate outdoor clothing and footwear for winter weather and potentially muddy paths.

Can I take photographs?

We encourage you to take photographs and to share these on social media using the hashtag **#ChristmasAtBolesworth**. You can also follow the developments across our Christmas Trails via 'Bolesworth' on our social media channels. Please note that the use of tripods is not allowed where the pathways are narrow.

Can I bring my drone?

Drones are not permitted.

Is there a local hotel to stay at?

Carden Park is a 10-minute drive from Christmas at Bolesworth. Carden Park offers a range of luxury bedrooms, including six accessible rooms. Book early to avoid disappointment by [clicking here](#).

TICKETING

When do tickets go on sale?

General on sale for Christmas at Bolesworth is 12 noon 6 May 2022.

Where can I buy tickets from?

You can buy tickets for Christmas at Bolesworth online here.
(<https://tickets.bolesworth.com/content/bolesworth/home.aspx>)

Do I have to book in advance?

We recommend that you book early to avoid disappointment. Each timed entry has a limited capacity and the early evening and weekend slots are likely to sell out.

Can I buy a family ticket?

Family tickets are available for our Christmas Lights.

How many people are included in a Family ticket?

Family tickets are based on 2 adults, 2 children (ages 4-12).

Infants (0-3 years) on the day of the illuminated trail and carers go free (carers should be 16+). Infant and carer tickets must be booked in advance.

Can I buy additional tickets?

Yes, subject to availability. If you require any additional entry admission tickets after placing your order, please click here (<https://tickets.bolesworth.com/content/bolesworth/home.aspx>) To book additional tickets you will need to purchase online following the same process before and tickets will be added to your Ticketek account.

Can I buy tickets at the venue?

No, we do not have a box office facility at the venue. Subject to availability and cancellations tickets may be available at the entrance, but we recommend all tickets are purchased online to ensure availability and to take advantage of the online discount.

Do I need to buy a car parking ticket to park at Christmas at Bolesworth?

Yes, please purchase a car parking ticket online when purchasing your Christmas at Bolesworth tickets. Alternatively you can purchase here (<https://tickets.bolesworth.com/shows/show.aspx?sh=CABPARK22>)

Is there a dedicated drop-off & pick-up area?

The drop off and pick up areas are within the car park itself. Please follow signs to the car park.

How can I organise a group visit and is there a group rate?

There are no group discounts available online for Christmas events. We welcome coach bookings for larger groups and can arrange a price depending on numbers – contact events@bolesworth.com for details, and to book coach parking.

How/when will I receive my tickets?

Your E-Tickets will be attached to your confirmation email. You will have the option to receive tickets via SMS or 'print at home' tickets. We do not offer paper tickets

I bought tickets but have not received a confirmation email. What should I do?

Please check your Junk / Spam folders as sometimes the confirmation email falls into these folders. If you still have not received your confirmation email, please contact Ticketek Customer Service here (<https://ticketekuk.zendesk.com/hc/en-us>)

What age range covers a child ticket?

A child ticket is for those aged 4-12 years Infants aged 0-3 years will not be charged admission

How long is the trail?

The time taken will vary on the pace you walk, however we'd suggest you allow approximately 60 – 90 minutes to walk the trail.

Are dogs allowed on the trail?

Of course, dogs are important family members and we appreciate they don't want to be left behind. Dogs must be kept on a lead at all times. Please ensure that you bring some pet poop bags along with you and clear up after your dog.

Is the trail dark or covered?

In some areas the lighting will be low level as part of the experience. We do encourage visitors to bring along a torch in case of an emergency; this should not be used unless it is necessary.

The trail is not covered, and all visitors are reminded that this is an outdoor illuminated trail, and the weather may be inclement. Please wear appropriate outdoor clothing and footwear for winter.

If I am delayed and miss my slot, can I join a later slot?

Once parked and inside the event you can walk the trail and experience all areas at your leisure. Please ensure you leave enough time for your journey if you are travelling a long way.

If you miss your experience (i.e. Santa's Grotto or Champagne Experience) please go to our Information Desk and we will do all we practically can to re-schedule you.

What are the last entry times?

Last entry onto the trail is 8pm (6pm on Christmas Eve).

What time does the illuminated trail finish?

The illuminated trail will finish at 9:30pm each evening, we ask that all customers exit the car park by no later than 10pm (except on Christmas Eve when customers must exit the car park by 8pm).

ACCESS PROVISIONS

What provision do you have for disabled guests?

The trail will be created to be as accessible as possible within the context of the natural site of Bolesworth. The route is not all on hard-standing or flat paths, therefore alternative routes will be provided should they be required for customers with mobility issues. Some interactive elements may invite the audience on to grass where additional pedestrian matting will be provided.

Accessible toilets will be available, as well as changing facilities. If you have any particular access requirements, please call the Event Team on **01829 307676** so that they may advise further.

Do you have disabled parking?

Yes, there are spaces available in the visitor car park. Please note that these spaces are limited.

Is the trail accessible for wheelchair users?

The illuminated trail is just over approximately one mile in length. The route is designed so that it can be viewed solely from even paths, some interactive elements may invite the audience on to grass where additional pedestrian matting will be provided.

If weather conditions mean that the trail is not fully accessible for people using wheeled mobility aids, consideration will be made on a case-by-case basis to allow tickets to be transferred to an alternative date when the ground conditions are more appropriate.

Can I bring my mobility scooter or can mobility scooters be provided?

You are welcome to bring your own mobility scooter. Unfortunately, we do not have scooters available for hire.

Am I eligible for a free carer's ticket?

A disabled person purchasing ticket may bring one essential carer companion free of charge. If purchasing a carer/personal assistant ticket, the customer requiring care will need to provide proof of disability on entry to the event. Accepted documents are as follows:

- Blue Badge
- Disability Benefit Letter
- Certification of Visual Impairment
- Access Card

I need more than one carer, what should I do?

If you require more than one carer, please visit Customer Service here. (<https://ticketekuk.zendesk.com/hc/en-us>) You will need your Order Reference Number or Customer ID at hand.

FOOD, BEVERAGE AND RETAIL

Can I purchase food and drink on site?

Yes, there will be a number of food and drink stands on site throughout the event.

What shopping facilities are there?

The Christmas village will be open during Christmas at Bolesworth until the illuminated trail closes each evening*.

**Opening times are TBC*

CANCELLATION, EXCHANGES AND REFUNDS

Can I protect my tickets in the event I can't attend?

Yes, you can protect your tickets and an option is included to add this when purchasing your tickets. This will allow you to **apply for a refund** if you are unable to attend this event due to accidents, unexpected illnesses or specified unforeseen circumstances. You can view the terms and conditions here:

www.refundable.me/ticketek

What will happen if the weather is bad? Will the trail be cancelled?

Christmas at Bolesworth is an outdoor illuminated trail. If the weather presents a hazard and a risk to safety, any decision to cancel the illuminated trail will be taken by 2pm on the day of the illuminated trail. If the trail is cancelled, you will be notified by email and text message and you will be informed of the re-booking process.

If I am unable to attend on a different day, can I get a refund?

If the illuminated trail is cancelled in line with the cancellation policy and ticket holders are not able to attend an alternative night offered, then full a refund will be considered on a case-by-case basis.

I have booked for the wrong day - can I transfer over to another day?

No, we are unable to offer exchanges or refunds once tickets have been purchased. It is noted on the website and at the point of booking that you need to make sure that you have chosen the right date and time slot at the time of making your booking.

I have lost my ticket, what can I do?

If your tickets are lost or if you require your E-Tickets to be re sent to you, please contact Ticketek here. (<https://ticketekuk.zendesk.com/hc/en-us>) Please note that you will need to have your Order Reference Number or Customer ID at hand

What about any issues around COVID 19?

You can book with confidence for your chosen trail. Come along knowing that the safety and wellbeing of our visitors and staff is of the utmost importance to us and we will continue to monitor the situation.

In the unlikely event that we need to cancel your chosen trail, you can transfer your ticket to the following year, or get a refund.

SUSTAINABILITY AND ECOLOGY

Light Pollution

The trail will be architecturally lit by experienced lighting designers who have developed sensitive ways of working in heritage and landscape settings. Responding to the natural darkness of sites is key to the success of the illuminated trails. The best visual work is sensitive to light “competition” and the brightness of one light source relative to another. We therefore take advantage of the environmental darkness to reduce the overall brightness of our lighting interventions, and allow ample space within our audience experiences for people’s eyes to attune to the darkness, then to allow them to appreciate the sights and sounds of the natural environment as a contrast to, and context, for our artistic efforts. We try to avoid continuous lighting of trails and paths, and will only use audience area lighting where it is absolutely necessary for reasons of public safety.

Noise Pollution

Sound installations are created to provide atmosphere and a sense of place for an installation. All sounds are targeted and specific to a part of the route and are therefore contained within defined spaces, therefore there is no noise pollution over and above the natural sound level created by the presence of audiences on the trail and the show held in the main arena.

Fuel Usage

Fuel for power generation is kept to a minimum by efficient use of power loadings and low wattage lighting units where appropriate