



## **TICKET INFORMATION**

### **DO I HAVE TO BOOK IN ADVANCE?**

All tickets including car parking tickets must be purchased in advance, we recommend that you book early to avoid disappointment. Staff on site won't have the ability to sell tickets. Car parking tickets will be limited and when they have sold out you can still purchase general entry tickets and make your way onto site. Each timed entry has a limited capacity, and the early evening and weekend slots will sell out quickly.

### **WHAT ARE THE TICKET PRICES?**

ADULT (AGE 17 AND ABOVE) - £16.50

CHILD (AGE 3 - 16) - £11.50

FAMILY (2 ADULTS, 2 CHILDREN) - £49.50

INFANT (0-2) - FREE - MUST BE BOOKED IN ADVANCE

CARERS (AGE 16+) - FREE - MUST BE BOOKED IN ADVANCE

ON SITE PARKING (PER VEHICLE) - COBTREE PARK £5

SHUTTLE SERVICE (PER VEHICLE) - COBTREE GOLF COURSE £3

MEET FATHER CHRISTMAS IN THE GROTTA (10-15 MINS PLUS A PRESENT) - £5

1 ADULT ENTRY ONLY PER CHILD TO THE GROTTA - FREE - MUST BE BOOKED WITH ENTRY TICKET

All orders are subject to a booking fee. Under 16's must be accompanied by a parent/guardian (18+). Entry may be refused without valid proof of age. The prices are subject to change at any time.

### **AM I ELIGIBLE FOR A FREE CARER'S TICKET?**

Where an adult or child requires assistance to attend the trail because of a health condition or disability and is in receipt of any of the following benefits, they will qualify for a free carers ticket:

- Disability Living Allowance (mobility or care component);
- Attendance Allowance;
- Personal Independence Payment (daily living or mobility component).

Please ensure proof of the above is emailed to [bookings@glowarts.co.uk](mailto:bookings@glowarts.co.uk) after booking and in advance of the event.

Unfortunately, a Blue Badge cannot be accepted as proof of a health condition or disability. Carers should be 16+.

### **I NEED MORE THAN ONE CARER, WHAT SHOULD I DO?**

If you require more than one carer, please contact us via our Customer Service page <https://glowarts.seetickets.com/customerservice> providing your Booking Reference Number.

### **CAN I BUY ADDITIONAL TICKETS AND ADD THOSE TO AN EXISTING ORDER?**

Yes, subject to availability. If you require any additional entry admission tickets to be added to your order please go back to the main booking page and scroll down to "To add to an existing order" to add any ticket types you require by providing your reference number and booking details.

### **DO I NEED TO BUY A CAR PARKING TICKET IN ADVANCE?**

Yes, parking is limited and a parking space MUST be purchased in advance along with your trail entry tickets online. If you are planning to arrive by car, please ensure that your ticket includes a parking space either at Cobtree Park or at Cobtree Golf Course Car Park.

Parking restrictions will be in force on parts of Forstal Road to prevent traffic flow problems please follow the instructions from our traffic team and car park stewards.

If you require additional parking spaces after your initial order has been made, please go back to the main booking page and scroll down to "To add to an existing order"

Parking vouchers will be issued in advance with your trail tickets and must be presented on the night. Please follow all instructions from stewards on arrival.

You can also choose to just purchase a general admission entry ticket if you would prefer to park nearby and walk in.

If the car park becomes full and you would prefer not to wait for a parking space to become available then we will direct customers to park off site and then you can walk to the venue. More details will be provided on the day of your visit via our social media channels and by staff on site on arrival.

### **HOW/WHEN WILL I RECEIVE MY TICKETS?**

Your E-Tickets will be issued by 'See Tickets' and attached to your confirmation email.

### **I BOUGHT TICKETS BUT HAVEN'T 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 haven't received your confirmation email, please contact us <https://glowarts.seetickets.com/customerservice> and we'll arrange for it to be re-issued.

### **IF I AM UNABLE TO PRINT MY E-TICKETS OR DISPLAY MY TICKETS ON A PHONE, WHAT SHOULD I DO?**

Please check in advance of arrival that your ticket can be printed or displayed on your phone. If you are unable to do either of these please contact us in advance of your booking date via email - [bookings@glowarts.co.uk](mailto:bookings@glowarts.co.uk) and we'll see what we can do to help.

### **COVID-19**

All customers are reminded to be aware of the latest government legislation when visiting the light trail. Please be mindful that legislation may change between time of booking and day of visit.