



FAQ's

The Secret Winter Garden

Ticket time slots

You will need to choose your ticket time slot. Entrance times are at 15 minute intervals from 4.30pm – 7.30pm to allow the best audience flow possible (event finishes at 9pm).

How long does it take to experience the event and what does it involve?

Approx. 1 – 1.5 hours. The event involves a magical journey to discover illuminated installations and curious characters, with the opportunity to join in a workshop to make your own mini lantern, visit the twilight craft market, enjoy food and drink stalls and even have a ride on the fair!

Do I need to buy a ticket for my baby?

Childs tickets are needed for all children aged 2 years old and over. Under 2's are free. You will need to book your free ticket for under 2's whilst booking your own ticket.

Can I buy tickets at the entrance?

We highly recommend you book your ticket in advance to avoid disappointment; certain time slots may sell out and we cannot guarantee entry if you arrive without booking tickets.

If you can't buy well in advance, please endeavour to purchase your ticket before or as you are arriving.

Tickets will stay on sale online and via the Ticketquarter Box Office on [0344 800 0410](tel:03448000410) throughout the event, so you can just buy whilst you travel and present the pdf on a smartphone at the event entrance.

Can I bring my dog?

No. The event is not suitable for dogs.

Queuing!

Please stick to your allotted time to help us avoid unnecessary entrance delays and congestion. When you arrive your ticket will be scanned and exchanged for a wrist band. Please display your wristband when entering the garden or marketplace

We will endeavour to make the whole experience as fun and enjoyable as possible for all. Certain areas of the site, including the historical walled gardens, have small entrances and exit points which may result in some queuing from time to time.

Please allow plenty of time for car parking and/or walking from any of the site entrance gates to the event area.

Can I bring a pushchair?

The event site is suitable for pushchairs, but due to some narrow pathways we recommend you consider carrying small infants in backpacks/ similar methods.

Can I buy / make a lantern?

Drop-in creative workshops to make decorations and mini lanterns will be taking place at the event, on a first come first served basis and for a range of prices. Mini lanterns will also be available to buy on the night.

Food/drinks

Tasty food and warming refreshments will be available to purchase on site from a selection of vendors.

Twilight market

There will be a twilight winter market curated by Open Culture; with stalls selling festive treats, crafts, gifts and artisan products each night. The Croxteth Hall gift shop will also be open.

Is there a cash machine or card payment facilities on site?

There are no cash machines on site or nearby. Please bring enough cash if you wish to purchase anything on site including car parking passes, refreshments or gifts from our Winter market. Some vendors may accept card payments, but as 4G connectivity is limited on site it is best to bring adequate cash.

Toilets

There are accessible toilets in the Café courtyard including a changing place toilet facility. There are also male & female toilets and baby changing facilities in the Café courtyard.

Weather and what to wear

This is an outdoor event, so please come warmly dressed for the weather conditions, including suitable footwear.

How to get there

For Sat Nav – use postcode **L11 1EH** (nearest to Muirhead Avenue East/Dwerryhouse Lane/Oak Lane roundabout at Muirhead Car Park entrance).

Parking

Croxteth Country Park Car Park: Pay on entry £5 (Limited capacity, so please use public transport where possible) Access to parking for this event is available from 4pm on event days and main gates (Muirhead Avenue entrance) will be locked and closed 30 mins after event finishes. We suggest arriving at the car park approx. 15 mins before your ticket time. You will need to display your car parking ticket in your car window once bought from our car park stewards.

Public Transport

The number 18 Bus from Queen Square in the city centre stops just outside Croxteth Park gates (Muirhead Avenue East) It is then an approx. 10 – 15 minute walk to the main entrance to the event area

Service 18: www.arrivabus.co.uk/north-west/services/18---croxteth-park-to-liverpool/?direction=outbound

Other services that operate in the vicinity of Croxteth Park are Arriva services 12, 13, 14, All of these services involve a longer walk to the park and event entrance

Please note the main Event entrance is situated at Croxteth Park gates (Muirhead Avenue East). Other entrances to the park will be locked

Service 12: www.arrivabus.co.uk/north-west/services/12---stockbridge-village-to-liverpool/?direction=outbound

Service 13: www.arrivabus.co.uk/north-west/services/13---stockbridge-village-to-liverpool/

Service 14: www.arrivabus.co.uk/north-west/services/14-14x---croxteth-to-liverpool/?direction=outbound

Accessibility (parking)

There are a small amount of limited accessible parking (blue badge) spaces available on a first come first served basis.

Access for Accessible Parking and Drop Off will be via Flint Drive. From main gate entrance follow directions to Croxteth Hall Conference Car Parking, (the major route [brown tourist] signage displays the blue badge logo).

Postcode **L12 0HB**

Users of the limited accessible parking need to display their blue badge on entry.

Once parked in accessible parking you will be directed to ticket scanning point / wristband exchange at the front of the hall

Designated drop off/pick up point

Accessible Drop Off will be via Flint Drive. From main gate entrance follow directions to Conference Car Parking, (the major route [brown tourist] signage displays the blue badge logo). Postcode **L12 0HB. Please note this for blue badge holders only**

Personal Assistants

The event is wheelchair accessible. Please contact info@lanterncompany.co.uk if you have any questions regarding accessibility.

Any person with accessibility requirements purchasing a ticket may bring one essential personal assistant free of charge. Please book your personal assistant ticket with Ticket Quarter at time of booking.