

## Christmas at Beaulieu 2018 – FAQs

CATEGORY	QUESTION	ANSWER
General	What is <i>Christmas at Beaulieu</i> ?	Christmas comes to Beaulieu for the very first time. The tree-tops will glisten as the gardens and buildings shimmer with seasonal sparkle. There's something for everyone as the one mile illuminated path winds its way through the grounds in a magical after dark experience. Greeted by the sights and sounds of Christmas, wander beneath unique tree canopies drenched in seasonal colour.
	When is it on?	Friday 23 – Sunday 25 November Thursday 29 November – Sunday 2 December Friday 7 – Sunday 9 December Wednesday 12 – Sunday 16 December Thursday 20 – Sunday 23 December Monday 24 December
	What are the times?	4.45pm, 5.00pm, 5.30pm, 6.00pm, 6.30pm, 7.00pm, 7.20pm, 7.40pm & 8.00pm. <i>Christmas at Beaulieu</i> takes place after Beaulieu has closed to the public at 4.00pm. Gates then open for <i>Christmas at Beaulieu</i> at 4.45pm and close at 10.00pm.
	Where does it take place?	The trail begins and ends at the Visitors' centre of the National Motor Museum, Beaulieu.
	Who is it suitable for?	<i>Christmas at Beaulieu</i> is suitable for a wide range of ages – to be enjoyed equally by groups of all ages or family members to enjoy together.
	Should I arrive in advance of my visit time?	No, you only need to arrive at Beaulieu at your chosen visit start time.
	Where does the trail start?	The trail will start from the visitors' centre which is clearly signed from the car parks.
	I am visiting Beaulieu during the day. Will I have to leave the attraction before entering Christmas at Beaulieu in the evening?	Yes. To ensure that only ticket holders for <i>Christmas at Beaulieu</i> have entry to the evening event, daytime visitors must vacate the attraction at the normal closing time.
What else is on offer?	Can I buy food and drink? Which restaurants will be open?	In addition, there will a number of seasonal food and drink outlets serving seasonal hand-held food, catering also for younger visitors. Hot chocolates, mulled wine, roasted chestnuts will also be on offer. Visitors can also toast marshmallows at one of our purpose-built fire pits.  On selected evenings a two-course Christmas meal can be booked in the Domus Restaurant. This can be booked online at <a href="http://www.beaulieu.co.uk/christmas">www.beaulieu.co.uk/christmas</a>
	What shopping facilities are there?	The shop that is part of the visitor attraction will be open during the hours of the event.
	When do tickets go on sale?	Thursday 24 <sup>th</sup> May

Tickets	Where can I buy tickets?	<p>You can buy tickets Online at the Christmas at Beaulieu website: <a href="http://www.beaulieu.co.uk/christmas">www.beaulieu.co.uk/christmas</a></p> <p>or by calling SEE tickets on: 0844 995 1364 (calls cost 7p per minute plus your network access charge.)</p> <p>Tickets can also be bought in person at the Beaulieu attraction.</p>																																					
	Do I have to book in advance?	Yes, we recommend early booking. Each timed entry has a limited capacity and the early evening and weekend slots are likely to be extremely popular.																																					
	How much do tickets cost?	<p>Entry tickets for <i>Christmas at Beaulieu</i>:</p> <p><u>PRICING</u> <i>PEAK</i> 24 – 25 November; 30 November – 2 December; 7- 9 December; 14 – 16 December; 2- 23 December; 24 December.</p> <table><tr><td></td><td>ADVANCE</td><td>ON THE DAY</td></tr><tr><td>Adult</td><td>£16.50</td><td>£18.50</td></tr><tr><td>Family</td><td>£48.00</td><td>£56.00</td></tr><tr><td>Child (5-14)</td><td>£10.00</td><td>£12.00</td></tr><tr><td>Child under 5</td><td>£0</td><td>£0</td></tr></table> <p><i>OFF PEAK</i> 23 November 29 November 12 – 13 December</p> <table><tr><td></td><td>ADVANCE</td><td>ON THE DAY</td></tr><tr><td>Adult</td><td>£14.50</td><td>£16.50</td></tr><tr><td>Family</td><td>£40.00</td><td>£48.00</td></tr><tr><td>Child (5-14)</td><td>£8.00</td><td>£10.00</td></tr><tr><td>Child under 5</td><td>£0</td><td>£0</td></tr></table> <p><u>PARKING</u> costs £6.50 per car and must be purchased in advance.</p> <p><u>JOINT TICKETS</u> are also available allowing you access to the Beaulieu attraction in the day time and the trail in the evening:</p> <table><tr><td>Joint Adult</td><td>£35</td></tr><tr><td>Joint Child (5 – 14)</td><td>£19.50</td></tr><tr><td>Family (2 adults &amp; 2 children</td><td>£90</td></tr><tr><td>Joint Child under 5</td><td>£0</td></tr></table> <p>All tickets are subject to a single transaction charge. For tickets booked via SEE tickets £2 per transaction for print at home tickets, £2.50 for tickets sent by first</p>		ADVANCE	ON THE DAY	Adult	£16.50	£18.50	Family	£48.00	£56.00	Child (5-14)	£10.00	£12.00	Child under 5	£0	£0		ADVANCE	ON THE DAY	Adult	£14.50	£16.50	Family	£40.00	£48.00	Child (5-14)	£8.00	£10.00	Child under 5	£0	£0	Joint Adult	£35	Joint Child (5 – 14)	£19.50	Family (2 adults & 2 children	£90	Joint Child under 5
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		class post. There is no charge for tickets collected from the Visitor Reception. Charges may vary by agent.
	When does the “on the day” ticket price start?	On the day prices apply from 00.01 on the day prior to your visit.
	Can I book a ticket on the day?	Book on the day online at <a href="http://www.beaulieu.co.uk/christmas">www.beaulieu.co.uk/christmas</a> up to 12pm, then you will be able to purchase tickets at the Visitor Reception.  We expect this event to be incredibly popular and would recommend booking in advance to avoid disappointment.
	How many people is a family ticket valid for?	The family ticket is valid for 2 adults and 2 children.
	Is my ticket for <i>Christmas at Beaulieu</i> valid for entry during the day time.	No, however joint tickets can be purchased allowing you access to Beaulieu in the daytime and Christmas at Beaulieu in the evening. Please visit <a href="http://www.Beaulieu.co.uk/christmas">www.Beaulieu.co.uk/christmas</a>
Groups	I would like to arrange a group visit to <i>Christmas at Beaulieu</i> – is there a group rate for this?	There is a group rate of 10% off groups of 10+ adults. Please contact See Tickets group booking line on: 0844 412 4650 (calls cost 7p per minute plus your network access charge.) Or email <a href="mailto:groups@seetickets.com">groups@seetickets.com</a> Group discounts are not available to book online and apply to adult tickets only.
Ticket queries	If I am delayed and miss my slot can I join a later slot?	Yes, we will accommodate you on the next slot but please be aware of the last entry times. (See below)
	I have tickets for the last slot but am late - what are the last entry times?	Last entry for ticket holders is 8.30pm. There can be no admittance after these times as we begin to close down the trail.
	I have booked the wrong date. Can I transfer my ticket to another date?	No. We have tried to make it very clear 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 as we are not able to offer exchanges or refunds once tickets have been purchased.
	I have lost my ticket? What Can I do?	Beaulieu, RGL and its ticketing partners See Tickets and Ticketmaster are unable to offer refunds/duplicates on unwanted/lost tickets.
Practical questions about the trail	How long is the trail?	The Trail is 1 mile long or approximately 1700m.
	Are there toilets on the trail?	There are toilets at the restaurant at the beginning of the trail.

	Can you take dogs on the trail?	No, dogs are not permitted on the trail. Guide dogs and registered assistance dogs are permitted within the Beaulieu attraction.
	What is the route for the trail?	The trail will start at the visitors centre, move through a catering village to the abbey. After leaving the abbey the trail will continue through the formal gardens to the front of palace house. The trail will then continue along the riverside path to the museum, returning to the visitor centre.
	Is the trail covered?	No - all visitors are reminded that this is an outdoor event and the weather may be inclement. Please wear appropriate outdoor clothing and footwear. We reserve the right to refuse inappropriately clothed patrons access to the walk, if it is felt they are open to greater risk of injury.
	Is the trail dark?	In some areas the lighting will be low level as this is 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.
Parking	Where can I park at Beaulieu	Parking will be in the visitor car parks and must be bought in advance. Please visit <a href="http://www.Beaulieu.co.uk/christmas">www.Beaulieu.co.uk/christmas</a> or call SEE tickets on 0844 995 1364.
Access provision	What is your post code	SO42 7ZN
	Is there a dedicated drop off & pick up area?	No.
	Do you have parking spaces for disabled people?	Yes, there are spaces available in the disabled car park alongside the main visitor reception.
	Is the illuminated trail accessible for wheelchair users?	Pathways suitable for wheelchairs join all the sites within the Beaulieu attraction, however, some of the garden and riverside paths are constructed of hoggins and/or gravel. Please note some areas staged on grass are generally accessible from gravel or hoggins roadways.
	Can I bring my own mobility scooter?	Yes. We also offer free use of manual wheelchairs and a limited number of electric scooters. These must be booked in advance by calling 01590 614 646 between 9:30 – 17:00.
	Will there be white strobe lighting?	There will be lighting sequences created within the lighting design that will have some flashing lights contained within them, however, these will not be strobe lighting. We have worked to guidelines on photosensitive epilepsy and will adhere to the industry standard of synchronising effects and locking the sequences to ensure that lights do not operate at more than 5 flashes per second.

	Can you take photos on the trail?	You are able to take photos and we encourage you to share these on twitter, facebook or instagram with the hashtag <b>#christmasatBeaulieu</b> .
Cancellation / Inclement Weather	What will happen if the weather is bad? Will the trail be cancelled?	<p>If the weather presents a hazard and a risk to safety, any decision to cancel the event will be taken at 2pm on the day of the event. If you booked your ticket online or by telephone via a ticketing agent, you will be notified by email and you will be informed of the re-booking process. Customers who purchased tickets at the venue will be contacted by the venue directly with details of how to reschedule.</p> <p>We advise you to check our website, <a href="https://www.beaulieu.co.uk/events/christmas-beaulieu/">https://www.beaulieu.co.uk/events/christmas-beaulieu/</a> for the latest updates.</p>
Sustainability	Light Pollution	<p>The trail will be architecturally lit by experienced lighting designers who have developed sensitive ways of working through heritage and landscape settings over the last 7 years.</p> <p>Responding to the natural darkness of sites is key to the success of these events. 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.</p>
	Noise Pollution	Sound installations are created to provide atmosphere and a sense of feeling 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.
	Fuel Usage	Fuel for power generation will be kept to a minimum by efficient use of power loadings and low wattage lighting units where appropriate.
	Is it not quite wasteful having all these lights on at night? Is this illuminated sustainable?	<p>Consideration for the event’s sustainability has been built into the planning process for the delivery of this event, the end result of which we hope will be to inspire and engage new and existing visitors</p> <p>Our trail designers, Culture Creative, have been appointed on the strength of their experience of working in environmentally sensitive ways in heritage and landscape settings.</p>

		<p>Specific attention is given to power, and where possible we are using mains power. Where generators are needed, these are carefully specified and operated to ensure the most efficient fuel usage. Low wattage lighting units will be used where appropriate on the trail.</p> <p>Culture Creative's design ethos is to take advantage of the environmental darkness to reduce the overall brightness of their lighting interventions, whilst maximising the effects of their artistic efforts.</p> <p>Continuous lighting of trails and paths will be avoided, and we will only use audience area lighting where it is absolutely necessary for reasons of public safety.</p> <p><i>Christmas at Beaulieu</i> is an event presented in the natural landscape. Whilst every effort is made to make the trail fully accessible, by its very nature it will on occasion cover difficult terrain particularly during inclement weather. In these circumstances there will be additional steward support available for assistance.</p>
Who is it organised by?		<p>Beaulieu have partnered with entertainment promoter Raymond Gubbay Ltd who are well established for producing concerts and live events though out the UK. They have also co-produced the highly successful <i>Christmas at Kew</i>, <i>Christmas at Blenheim</i>, <i>Christmas at the Botanical Gardens</i>, <i>Christmas at Museum Gardens</i> and <i>Christmas at the Botanic</i> illuminated light trails.</p> <p><i>Christmas at Beaulieu</i> has been developed in collaboration with Culture Creative, producers of trails that celebrate the heritage and landscapes of stunning locations across the UK. They have previously worked with English Heritage, the National Trust, Forestry Commission, and the National Trust for Scotland.</p>