



Fantastical Christmas Revels

Frequently Asked Questions

Where is it located?

If joining us via car, please use:

Hatfield Park, Hatfield, AL9 5HX.

If walking in, or via the station please use:

Hatfield Park, Hatfield, AL9 5AE

What Dates are you open?

Thursday 30 November to Sunday 31st December 2023

What are your opening times?

Fantastical Christmas Revels Experience: 12:00 until 19:30

Woodland Walks 12:00 - 15:30

Individual retailers in the Stable Yard have their own opening times, please visit their websites for further information.

The Coach House Kitchen please visit their website for their opening times and menus.

How much are tickets?

Fantastical Christmas Revels: £15.40 - £76.20

Woodland Walk Tickets: £6 - £10

Car parking: £6 (free for Blue Badge holders)

(All tickets are subject to a small See tickets booking fee.)

How much is car parking?

£6, subject to a See tickets booking fee.

Coaches and Blue Badge holders don't pay for parking.



Why are you charging for car parking?

We have made a charitable donation to two local charities that we hope will make a positive impact to many others during the holiday season. The small percentage we take for car parking at Christmas to help support our additional infrastructure, including staffing, safety and a point of contact for those attending and continued infrastructure in our car park.

Safety and access

Disabled car parking

Disabled parking is available in the main car park accessed through George's Gate. Access to the shops, restaurant and lavatories is wheelchair friendly. Both male and female lavatories in the Stable Yard have a disabled toilet. Please display your badge in your window. There are limited blue badge parking spaces so please arrive early if you would like to secure one. If you struggle with mobility but don't have a blue badge, you can drop-off at the top of the carpark before parking elsewhere.

Do Blue Badges get Free Parking?

Blue Badge holders do not need to pay for car parking. Please have your badge on display upon arrival so staff can direct you.

Do you offer free carer or companion tickets?


Registered carers go free, you will need to show your card on entry.

Can I bring a pram?

Prams are allowed around the Experience, except in the Victorian Kitchen. A staff member will show where to leave your pram and collect it on your way out.

Surfaces:

Fantastical Christmas Revels: please ask a member of the team to escort you through the accessibility route. Throughout the West Garden there is a variety of different terrain. The pathways are hard standing, however, much of the building and landscape is historic, with uneven surfaces. Please seek assistance with staff if you require.



Woodland Walk: Entrance to Hatfield Park is via gates on hard standing, each of which is 1 metre wide.

There are three designated walks in the park and a free map is available at ticket points. The yellow walk is 1.1 mile, the blue 2 miles and the red 3.2 miles. All are through parkland and therefore over grassy, uneven and often muddy terrain.

There are a number of hard standing roads around the parkland that wheelchairs would be able to travel on whilst being aware of traffic.

These are marked paths on the Park Walks leaflet.

Important information for wheelchair users

Please see our Christmas access guide for full details, available from 23rd October 2023.

Will the Grounds be lit up after dark?

Our carpark is lit after dark. We ask visitors to take care walking to and from the car park after dusk.

Some pathways are rutted and much of the building and landscape is historic, with uneven surfaces.

Fantastical Christmas Revels: the paths will be gently lit after dusk for you to enjoy.

Facilities

Lavatories

The ladies' lavatories have one disabled toilet, through an 80cm door, with two handrails on either side of the lavatory which is 45 cm high. There are also 10 cubicles in the ladies' toilets accessed by one step of 18cm in height.

Baby changing facilities are available in the ladies and gentlemen's lavatories.

The gentlemen's lavatory house one disabled toilet through 85 cm door with two handrails on either side of the lavatory, which is 45 cm high.

There are seven urinals accessed via one step of 22cm in height and one cubicle accessed via four steps of 22cm in height each. One of the urinals has a step to enable male children to use it. There are additional all gender lavatories in the coach house restaurant. One of these is for disabled visitors as above.



What food and drink will be available during my visit?

Can I get a coffee to go?

The Coach House Kitchen will be serving take-away cakes, hot drinks, and snacks. Their opening times can be found [here](#).

Can I sit down and enjoy a meal?

The Coach House Kitchen, serving a festive seasonal menu including breakfast, lunch, dinner and other light snacks. Please note, food and drink are not allowed inside the Victorian Kitchen.

Please see our Christmas food and beverage guide for full details, available from 23rd October 2023.

General

Are you open for Christmas Day?

Sadly no, we are closed Christmas Day and some other dates.

We are also closed 4th, 5th, 11th, 12th, 25th, and 26th December.

Do I need to book tickets in advance, and when is the Ticket Office open?

We strongly recommend booking tickets in advance. Walk-in tickets are subject to availability, and at busy times we cannot guarantee entry. The Ticket Office will remain open until the last entry.

Can I pay with cash?

Hatfield Park is cashless. We can only accept card payments.

Can I transfer my tickets to a different date?

Yes, subject to availability. Please do this via the See Tickets Customer Service Centre. You will need your booking confirmation and email address.



Friends of Hatfield Park and Tenants

Please enter via Station Lodge or Fore Street Gate. All Park updates will be posted via the membership homepage, so please keep yourselves up to date. If attending the Fantastical Christmas Revels Experience, please show your membership card with your tickets for admission.

Why do I need to book a timeslot?

Entry to the experience is timed in 15-minute slots. We do this to manage the number of visitors in the House, stagger entry throughout the day and to prevent queues. Sometimes queues do occur, due to a higher number of walk-in visitors, a late coach party and more. We kindly ask for your patience if you do encounter a queue. The experience is outdoors, so we recommend dressing accordingly.

If I am running late?

If you are running late, you do not need to call us or contact us to let us know – we'll happily admit you to a later time slot. Subject to availability. If you're running late for the last slot of the day, we might not be able to guarantee your entry.

How long does is the Fantastical Christmas Revels Experience?

We recommend an hour to enjoy the whole experience at a steady pace. Some visitors move more quickly, others more slowly.

Can I take photographs?

Photography is welcome on the Fantastical Christmas Revels Experience Please keep your flash turned off and do not use a tripod or a selfie stick. Professional photography is not allowed. Drones are not permitted.

Can you see Father Christmas at Hatfield Park?

No, we will not be offering a Father Christmas Experience, as we look at traditional themes of Christmas during the Tudor history.

Is the Stable Yard decorated for Christmas?

CLW are creating beautiful touches throughout Hatfield Park for you to enjoy.