

Helpful Information

Entry times

- This year *Christmas at Blenheim Palace* consists of two festive experiences, which can each be booked separately or together:
 - **Cinderella's Fairy Tale Palace:** A festive fairy tale experience inside the Palace opens at 10.00 and closes at 20.00 every day*. Last entry at 19.00.
 - **Illuminated Christmas Trail:** An illuminated trail through festive gardens opens at 16.40 and closes at 22.00 every day**. Last entry at 20.00.
- **Cinderella's Fairy Tale Palace** is available at the following times:
10.00, 10.20, 10.40, 11.00, 11.20, 11.40, 12.00, 12.20, 12.40, 13.00, 13.20, 13.40, 14.00, 14.20, 14.40, 15.00, 15.20, 15.40, 16.00, 16.20, 16.40, 17.00, 17.20, 17.40, 18.00, 18.20, 18.40 and 19.00.
- **Illuminated Christmas Trail** is available at the following times:
16.40, 17.00, 17.30, 18.00, 18.30, 19.00, 19.20, 19.40 and 20.00.
- A Christmas Market will also run within the Blenheim Palace grounds from 23rd Nov – 16th Dec from 10.30 – 20.30***.
- Access to the Christmas market is free of charge Monday to Thursday until 16th December (parking fees apply). Park and Gardens tickets can be also bought for these days allowing access to the Blenheim Palace Grounds until 4pm (last entry 3.45pm). From Friday - Sunday a Park and Gardens ticket must be purchased for access to the Christmas Market and will also allow access to the Blenheim Palace Grounds until 4pm (last entry 3.45pm).
- Combined tickets for *Christmas at Blenheim Palace* including **Cinderella's Fairy Tale Palace** and the **Illuminated Christmas Trail** on the same day can be bought at a discounted price, online, in advance. The combined ticket does not include the cost of car parking at Blenheim Palace; this must be purchased separately.
- Visitors of **Cinderella's Fairy Tale Palace**, the **Illuminated Christmas Trail** and the **Park & Gardens** will have the opportunity to enjoy the festive rides and concessions in the East Courtyard.
- The last Park and Ride bus will depart from Oxford Airport to Blenheim Palace at 20.00.

*except 25, 26, 27, 28, 29 Nov; 3, 4, 10, 11, 31 Dec; 1, 2, 3 Jan when it closes at 17.00 and 4,5, 6 Jan when it closes at 16:00

The Great Outdoors made magical

CHRISTMAS AT
BLENHHEIM



Helpful Information

Cinderella's Fairy Tale Palace is closed on 8 & 25 Dec.

***Except 25, 29 Nov; 10, 11, 31 Dec; 1 Jan when the last time slot is 7pm. The Illuminated Trail is closed on 26, 27, 28 Nov; 3, 4, 25 Dec.*

****except on 26, 27, 28 Nov; 3, 4, 10, 11 Dec when the Christmas Market will close at 18.30.*

Ticket information

- All tickets are subject to a single transaction charge.
- All patrons (including children under 5 years) must have their own valid ticket, which must be produced to gain entry to the event. Children under 16 must be accompanied by a person who is 18+.
- Advance booking is always recommended as we expect *Christmas at Blenheim Palace* to sell out in advance. Vouchers for the fairground rides can be purchased in advance through the *Christmas at Blenheim Palace* website when booking tickets for either **Cinderella's Fairy Tale Palace** or the **Illuminated Christmas Trail**.
- On-the-day prices apply from 00:01 on the day of your visit.
- If tickets have not arrived 24 hours before your visit please contact the customer service desk at www.seetickets.com/customerservice or call 0844 995 1361 (calls cost 7p per minute plus network extras). Within five working days of an event all tickets will only be available to print at home and no orders will be posted after this time.
- Print at home tickets for the Light Trail can be purchased online until 12.00pm on the day of the event and print at home tickets for Cinderella's Fairy Tale Palace can be purchased online until 11:59pm the night before the event. After these times, if there are still tickets available, they can be purchased on site from the *Christmas at Blenheim Palace* box office which is based in the East Courtyard and is open 09.00 – 21.00pm daily.
- Disabled ticket holders are entitled to one free ticket for an essential carer/companion. For information on Blue Badge holder parking, see 'Parking' under 'Getting Here'.
- Visitors consent to photography that may be used for promotional purposes.

The Great Outdoors made magical

CHRISTMAS AT
BLENHHEIM



Helpful Information

Blenheim Palace Annual Pass Holders & Historic Houses Members

- Historic Houses members will benefit from free entry to the **Park and Gardens** as usual. If HHA members wish to attend **Cinderella's Fairy Tale Palace**, a ticket must be purchased online in advance.
- Annual Pass holders will benefit from free entry to the **Park and Gardens** as usual and free entry to **Cinderella's Fairy Tale Palace** before 16.00, subject to availability. A ticket for free entry **MUST** be booked online in advance and one valid Annual Pass Photocard or Annual Pass collection voucher must be shown on arrival for each ticket – failure to do so will result in a full price charge on the day or refusal of entry. A photo-card annual pass will be required to access the palace. The Annual Pass kiosk will be open from 9am each day to exchange collection vouchers for photo-cards before accessing the palace.

Cancellation, exchanges & refunds

- Please be sure that you have chosen the right date and time slot when booking as Blenheim Palace and See Tickets are not able to offer exchanges or refunds once tickets have been purchased. We are also not able to offer refunds/duplicates on unwanted/lost tickets.
- Inevitably bad weather can affect any open-air event. If we have to cancel the event as it is unsafe to proceed, visitors will be offered an alternative date/time. No refunds will be offered simply if the weather is inclement. Any decision to cancel the event will be taken at **14.00** on the day and bookers will be notified by email. Customers will be contacted by their ticket agent with details of how to reschedule.
- If the event is cancelled due to weather and ticket holders are not able to attend an alternative night offered, we can also offer tickets for the following year. A refund will be considered on a case-by-case basis.
- Where a refund is due, the ticket must be returned within **28** days following the event date.

The Great Outdoors made magical

**CHRISTMAS AT
BLENHHEIM**



Helpful Information

Parking

- Parking can only be guaranteed if booked in advance.
- All visitors travelling by car without pre-booked tickets, please follow signage to direct you to the correct car park.
- If you have booked in advance, please follow the correct signage for the car park that you have booked.
 - BP for blue badge on site and coach parking,
 - OA for Park and Ride,
 - PG for Pleasure Gardens
- Prices are as follows:
 - £7 per car for Park & Ride – five minutes from Blenheim Palace
 - £10 per car at Blenheim Palace (limited) must be booked in advance.
 - £7 Blue Badge holders at Blenheim Palace.
 - £7 'Pleasure Gardens' Park and Ride. – five minutes from Blenheim Palace
- There is limited parking on site at Blenheim Palace, and this is reserved for Blue Badge holders and the remainder available for sale in advance on a first-come, first-served basis.
- Drivers displaying a Blue Badge can park for £7 in the allocated Blue Badge car-park at Blenheim Palace. If you require disabled parking, please ensure that you book prepaid parking with your entry ticket as all pre-booked parking is subject to availability.
- For Sat Nav users, please use postcode OX20 1UL for on-site car parking.

Park & Ride

- Park & Ride parking is located adjacent to Oxford Airport – a short 5-minute ride away from Blenheim Palace.
- The last Park and Ride bus from Oxford Airport to Blenheim Palace will depart at 20.00. The last Park and Ride bus from Blenheim Palace to Oxford Airport will depart at 22.00. There is no extra charge for this bus ride.

The Great Outdoors made magical

**CHRISTMAS AT
BLENNHEIM**



Helpful Information

- Please arrive at the Park & Ride 30 minutes prior to your Palace or Trail start time to allow sufficient time for your parking and transfer.
- For Sat Nav users, please use postcode OX20 1QF for Oxford Airport.
- Regular bus services run from Oxford and Oxford Parkway train station S3, S7 and 500. For timetables and tickets visit stagecoachbus.com or oxfordbus.co.uk.
- All visitors travelling by car without pre-booked tickets, please follow signage to direct you to the correct car park.

Other local parking

- If you have not purchased reserved parking with your ticket, local parking is otherwise limited and fly parking will not be permitted. There will be limited on-the-night parking available at the Park & Ride Car Park, however this cannot be guaranteed.

Trains

- Mainline services run to and from Oxford Parkway. Please check train schedules carefully to ensure you leave adequate time to travel from the station to Blenheim Palace and for your return. For timetables and tickets visit gwr.com or chilternrailways.co.uk.

We strongly recommend taxis to and from the station are booked in advance – this can be done via minicabit.com. The journey from the station to Blenheim Palace takes approximately 15 minutes, though may take longer during rush hour or busy periods.

Please see the 'getting here' section:

www.blenheimpalace.com/planyourvisit/getting-here for full travel information.

Cyclists

- Bike racks are available at Blenheim Palace adjacent to the Blue Badge Holder Parking. Please note that owners leave bikes at their own risk.

The Great Outdoors made magical

**CHRISTMAS AT
BLENHHEIM**



Helpful Information

Arrival

- Please arrive 30 minutes prior to the Palace or Trail start time to allow sufficient time for your parking and transfer. Both the Park & Ride (OA PARK & RIDE) and Blenheim Palace Car Parking (BP PARKING) will be clearly signposted upon arrival. All ticket holders must note that last access to the start of the trail, at the Fisherman's Gate is 20.30 and so they should make their way to the start prior to this.

At the event

For our younger visitors

- The magical atmosphere of Blenheim Palace's East Courtyard will come alive with a Victorian carousel and festive sideshows. There will be an additional charge for these rides, vouchers for which can be purchased in advance online and on the day on site.

Eat & drink

- A wide range of seasonal food and drink will be available to purchase at the event, both in the East Courtyard, Oxfordshire Pantry and along the trail itself, including mulled wine, mince pies and roasted chestnuts.
- Afternoon Tea and Festive meal packages in the Orangery are available to book in advance. Vegetarian and Gluten-free options are available. If you have any specific dietary requirements please e-mail us at Blenheim.sales@searcys.co.uk along with the date and time of your booking.

Dogs

- Dogs are not permitted at *Christmas at Blenheim Palace*, with the exception of assistance dogs.

Shopping

- Browse Blenheim Palace's well-stocked gift shop for your Christmas shopping, open until 22.30.

Access

- **Cinderella's Fairy Tale Palace** takes up to an hour to explore at leisure. Please be aware that on busy days there may be a queue outside.
- **Illuminated Christmas Trail** is approximately 1.5 miles (2.4 km) in length from entry point to exit, with the trail about 0.3 miles (500m) from the Palace entrance. Whilst the

The Great Outdoors made magical

CHRISTMAS AT
BLENHHEIM



Helpful Information

route is designed so that it can be solely viewed from pathways, some interactive elements may invite the audience onto grass where additional pedestrian matting will be provided. There may also be some rough and steep ground to navigate at times.

Wheelchairs, Mobile Scooters and Buggies

- *Christmas at Blenheim Palace* 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 some difficult terrain with a number of varying gradients. These areas can be particularly challenging during inclement weather. In these circumstances there will be additional steward support available for assistance.

What to bring and wear

- The Christmas Market and Illuminated Christmas Trail take place outdoors and you may need to queue outdoors for Cinderella's Fairy Tale Palace on busy days. Please ensure you have sufficient warm and waterproof clothing. Whilst the trail is lit, as a precaution, visitors are encouraged to bring a torch in case of an emergency.

- Visitors are strongly advised to wear sturdy shoes as the path covers areas of uneven ground and variable terrain.

Toilets

- There are accessible toilets in the East Courtyard, at the halfway point by the Cascade and at the beginning and end of the trail.

Christmas at Blenheim Palace is presented by Blenheim Palace and Raymond Gubbay Ltd, in collaboration with Culture Creative.

Can't find what you are looking for?

All queries regarding tickets and parking should be sent to the See Tickets Team at www.seetickets.com/customerservice or by phone on 0844 995 1361 (calls cost 7p per minute plus network extras).

All queries relating to access and facilities should be sent to the Blenheim Palace Team by email at customerservice@blenheimpalace.com or by phone on 01993 810530.

The Great Outdoors made magical

**CHRISTMAS AT
BLENHHEIM**

