

CHRISTMAS AT DUNHAM MASSEY



2018 – Helpful Information

CATEGORY	QUESTION	ANSWER
General	What is <i>Christmas at Dunham Massey</i> ?	<p>The magical, after-dark, illuminated trail...</p> <p>It's the most wonderful time of the year as the tree-tops glisten and the formal gardens and deer park of Dunham Massey shimmer and sparkle.</p> <p>Greeted by Cranberry Sparklesnaps, our larger-than-life glittering deer, along with the sights and sounds of Christmas, you'll wander beneath unique tree canopies drenched in seasonal colour and dripping with shards of light, frosty snowflakes, stars and baubles.</p> <p>The Dunham Massey winter trail, new for 2018, is a place where fairy-tale meets fantasy. Glowing icicles rise high into the night sky and lead you on a path towards hundreds of illuminated colour-changing globes. There are hidden surprises too – watch out for Bubbles on the Bridge before you stroll through playful ribbons of colour-changing lights and stop at the scented Fire Garden for a moment of reflection.</p> <p>As you walk through a Tunnel of Light festooned by a canopy of over 100,000 pea-lights, the mesmerising voices of Singing Trees can be heard in the distance. Take a moment at the Water Fountain Finale to enjoy the water jets and beams of light as they dance in time to much-loved Christmas classics. Amid all the festive fun don't forget to glimpse Father Christmas and his helpers along the way.</p> <p>Why not complete your stroll under the stars with spiced cider, mulled wine or hot chocolate* whilst the aroma of roasting chestnuts fills the air. Gather to toast marshmallows at one of the fire pits, ride the vintage Carousel* in the Courtyard and enjoy other traditional fare before finishing your Christmas shopping in Dunham Massey's shop. *separate charges apply for all refreshments and rides</p>
	When is it on?	<p>Friday 30 November – Sunday 2 December</p> <p>Wednesday 5 – Sunday 9 December</p> <p>Wednesday 12 – Monday 24 December</p> <p>Wednesday 26 – Sunday 30 December</p>

	What are the times?	<p><i>Christmas at Dunham Massey</i> takes place after Dunham Massey's Garden and Visitor Centre have closed to the public at 16.00.</p> <p>Christmas at Dunham Massey will have a number of timed ticket slots nightly, with last entry to the trail 30 minutes after the final advertised time slot.</p>
	Where does it take place?	<p>Dunham Massey is a National Trust property. Address: Dunham Massey, Altrincham, WA14 4SJ.</p> <p>The illuminated trail follows a one mile loop on the paths from the Visitor Centre entrance through the Garden and back.</p>
	Who is it suitable for?	<i>Christmas at Dunham Massey</i> is suitable for all ages – to be enjoyed equally by everyone.
	Should I arrive in advance of my visit time?	No, you only need to arrive at Dunham Massey at your chosen visit start time.
	Where does the trail start?	The trail starts at the Visitor Centre from which you will follow the trail to the Gardens.
	I am visiting Dunham Massey during the day. Will I have to leave the Garden before entering Christmas at Dunham Massey in the evening?	Yes, to ensure that only ticket holders for <i>Christmas at Dunham Massey</i> have entry to the evening event, daytime visitors must vacate the Garden at the normal closing time, however refreshments will continue to be available in the Visitor Centre.
	Can I come to the Dunham Massey Shop in the evening without a <i>Christmas at Dunham Massey</i> ticket?	Yes, the Shop is open to all visitors until the event closes each evening. Customers arriving after 16.00 will need to purchase a car parking ticket on site on arrival.
What else is on offer at Christmas at Dunham Massey?	Can I buy food and drink?	Yes, you will be able to purchase from Dunham Massey's catering outlets at the property.
	Which restaurants will be open?	<p>In addition, there will a number of seasonal food and drink chalets serving seasonal hand-held food, catering also for younger visitors. Hot chocolate, mulled wine and roasted chestnuts will be on offer. Visitors can also toast marshmallows at one of our purpose-built fire pits.</p> <p>On selected evenings a two-course Christmas meal can be booked in the Stables Restaurant. This can be booked online at https://christmasatdunhammassey.seetickets.com following the selection of your tickets and car parking.</p> <p>If you have already booked your tickets and car parking you can still book Christmas meals at the Stables restaurant here."</p>
	Can I see the allergen menu for the Christmas meal?	The full allergen menu will be available to view from Monday 8 th October. If you have any specific dietary requirements or are booking a group of 6 or more, please e-mail us at Stableschristmaslightsmeals@nationaltrust.org.uk and we'll send you a pre-order / specific dietary requirements form to ensure that we can make the appropriate preparations.

	What shopping facilities are there?	The Dunham Massey shop is situated in the Visitor Centre and will be open during <i>Christmas at Dunham Massey</i> until the event closes each evening.												
	When do tickets go on sale?	4 June – National Trust members’ priority booking 18 June – General public booking opens												
Tickets	Where can I buy tickets?	Online Christmas at Dunham Massey website – https://christmasatdunhammassey.seetickets.com Telephone 0844 995 1362 (calls cost 7p per minute plus your network access charge.)												
	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?	Entry tickets for <i>Christmas at Dunham Massey</i> (incl. NT Members): <table border="0"> <thead> <tr> <th></th> <th>ADVANCE</th> <th>ON THE DAY</th> </tr> </thead> <tbody> <tr> <td>Adult</td> <td>£16.50</td> <td>£18.50</td> </tr> <tr> <td>Family*</td> <td>£50.00</td> <td>£58.00</td> </tr> <tr> <td>Child (5-16)</td> <td>£10.00</td> <td>£12.00</td> </tr> </tbody> </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 class post. Charges may vary by agent.</p> <p>*Family ticket: 2 adults and 2 children (aged 5-16)</p>		ADVANCE	ON THE DAY	Adult	£16.50	£18.50	Family*	£50.00	£58.00	Child (5-16)	£10.00	£12.00
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I’m a member of the National Trust – do I get a discount?	National Trust members receive free parking for the event which MUST be booked online with a trail ticket and one valid NT membership card per vehicle is required on arrival – failure to do either will result in full price car-parking charge. Members will be charged a transaction fee if parking is booked separately.													
When does the “on the day” ticket price start?	On the day prices apply from 00.01 on the day of the event.													
Why do National Trust members not get free entry?	Everyone, including National Trust members, must pay for entry to the event. Christmas at Dunham Massey is an event held outside of Dunham Massey’s normal opening hours. The charge for entry reflects the high quality nature of this ticketed event.													
Can I book a ticket on the day?	Book on the day online at: https://christmasatdunhammassey.seetickets.com Or by phone 0844 995 1362 until 12pm, then any remaining tickets will be available from the onsite box office at the Information Desk of the Visitor Centre. 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 Dunham Massey</i> valid for entry during the day time?	No, your ticket for Christmas at Dunham Massey only gives you access to the trail at the specified time.
Groups	I would like to arrange a group visit to <i>Christmas at Dunham Massey</i> – is there a group rate for this?	<p>If you wish to make a group booking for 15 or more people, please contact SEE tickets by phone on 0844 995 1362 (calls cost 7p per minute plus your network access charge.).</p> <p>There is a group rate of 10% off groups of 15+ adults. Please contact See Tickets' group booking line on: 0844 412 4650 (calls cost 7p per minute plus your network access charge.) Or email groups@seetickets.com</p> <p>Group discounts are not available to book online and apply to adult tickets only.</p>
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 time. (See below)
	I have tickets for the last slot - but am late - what are the last entry times?	Last entry for ticket holders is 30 minutes after the final advertised time slot for that day. 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?	Dunham Massey, RGL and its ticketing partner See Tickets are unable to offer refunds/duplicates on unwanted/lost tickets
Practical questions about the trail	How long is the trail?	Approximately 1 mile.
	Are there toilets on the trail?	There are toilets situated at the Visitor Centre (approximately 0.4 miles from furthest point on the trail) and also at the stable courtyard (approximately 0.3 miles from furthest point on the trail). There are accessible toilets at all these locations. There are no additional toilet facilities on the Garden section of the trail itself.
	Can you take dogs on the trail?	Only guide dogs and registered assistance dogs are permitted within the formal Gardens where the majority of the trail is situated. Other dogs are not permitted.
	What is the route for the trail?	The trail runs in a circular loop using the paths from the Visitor Centre to the Garden and back at Dunham Massey.
	Is the trail covered?	<p>No - all visitors are reminded that this is an outdoor event and the weather may be inclement. Please wear appropriate outdoor clothing and footwear.</p> <p>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.</p>

	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.
	Can I park at Dunham Massey?	<p>Parking is available onsite. The cost is as per below:</p> <p>Non National Trust Members – £7.00 National Trust Members – FREE*</p> <p>*Free parking MUST be booked online in advance with a trail ticket. Proof of valid membership MUST be shown on arrival – failure to do so will result in full price car-parking charge. Members will be charged a transaction fee if parking is booked separately.</p> <p>We strongly advise you to book your parking at the same time as purchasing your tickets.</p>
How to get here	How can I get to Dunham Massey?	<p>Address: Dunham Massey, Altrincham, Cheshire WA14 4SJ</p> <p>By train: Station at Altrincham accessible by tram and train from Manchester Piccadilly Station and then approx. 10 min / 3 mile taxi journey</p> <p>By road: off the A56; M6 exit 19; M56 exit 7</p> <p>By bus: from Altrincham and Warrington, stops at main gates</p>
	Is there a dedicated drop off & pick up area?	Yes, the drop offer area is next to the entrance booth in the car park.
Access provision	What provision do you have for disabled guests?	<p>The trail will be created to be as accessible as possible within the context of the natural site of Dunham Massey. The route is all on hard-standing, flat paths and alternative routes will be provided should they be required for customers with mobility issues. Information will be provided for guests who may suffer from ill effects of lighting sequences.</p> <p>Accessible toilets are situated at the Visitor Centre (approximately 0.4 miles from furthest point on the trail) and also at the stable courtyard (approximately 0.3 miles from furthest point on the trail).</p>
	Do you have parking spaces for disabled people?	Yes, there are spaces available close to the entrance and these should be booked at the same time as you purchase your trail ticket.
	Is the illuminated trail accessible for wheelchair users?	<p>The illuminated trail is approximately 1 mile in length.</p> <p>The route is designed so that it can be viewed solely from hard-standing flat paths, some interactive elements may invite the audience on to grass where additional pedestrian matting will be provided.</p> <p>If weather conditions mean that the trail is not fully accessible for people using wheeled mobility aids, consideration will be made on a case by case basis to allow tickets to be transferred to an alternative date when the ground conditions are more appropriate.</p>

		<p>Dunham Massey have a small number of personal mobility vehicles (PMVs) which can be loaned, free of charge, but must be booked in advance. Please call Dunham Massey on: 0161 941 1025 to book a PMV – please have your ticket booking reference number to hand.</p> <p>If you have particular access requirements please call Dunham Massey direct so that staff there can advise you 0161 941 1025.</p>
	Can I bring my own mobility scooter?	Yes.
	Can I bring more than one carer?	If 2 carers are required we will admit 2 carers. If you have any access queries, please call SEE tickets on 0844 955 1362 (calls cost 7p per minute plus your network access charge).
	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.
Photography	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 #christmasatdunhammassey
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 See Tickets, 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, https://www.nationaltrust.org.uk/dunham-massey/features/christmas-at-dunham-massey 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 Dunham Massey at night? Is this 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 to Dunham Massey.</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 Dunham Massey’s 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>
	How will the trail impact on the wildlife?	<p>Christmas at Dunham Massey– Ecological Impact Statement</p> <p>Introduction Christmas at Dunham Massey takes place in the evening after the Garden’s normal closing time with the main feature being an illuminated trail around the Gardens, adding retail/catering points to Dunham Massey’s existing commercial area, the Visitor Centre. The event will run from 30th November 2018 to 30th December 2018 but will not be open every night. It is intended to open on non-consecutive nights during this period from 4.45pm until 10pm. Approximately 4000 people per night are anticipated with arrivals staggered by timed entry tickets to maintain comfortable spacing, each slot bringing 300-500 people. Each round tour of the trail is expected to take around 90 minutes but, once in, visitors may spend as long as they wish up to the closing time. The Dunham Massey Garden provides habitats for a number of species of plant and animal, and this temporary event has been considered both from the standpoint of the National Trust itself and in relation to surrounding sites.</p> <p>Method</p>

In order to assess the likely impact of this event both a desk study and walk around surveys have been conducted. The route proposed for the trail, are walked and checked on a regular basis alongside horticultural staff within the garden, this is an ongoing process and will be constantly checked as the design of the event progresses.

General comments

This event has been planned and will be installed, by a private company, Culture Creative. Culture Creative specialises in events of this kind which are often in sensitive venues with high biodiversity and important historical heritage. Its staff have valuable experience in minimising any negative impacts which might be anticipated and are working with staff at Dunham Massey to meet and resolve concerns which arise. This company has designed, installed and managed similar events at Royal Botanical Gardens Kew, Blenheim Palace and properties belonging to English Heritage, National Trust for Scotland and National Trust.

The duration of this event spans a time of year in which there is least wildlife activity. Many protected species such as bats and amphibians should be hibernating. These are unlikely to be affected unless the event passes directly over their hibernation sites. The earliest bird nesting activity is to be expected from February onwards but all the equipment will have been removed well before then. In addition the event is open for a maximum of five hours only each night with planned rest nights throughout the event period. These restrictions on the open nights and times will reduce any impacts upon wildlife particularly as events are common within the gardens and resident wildlife has adapted to the existing level of disturbance.

Lighting trail

The majority of the power used for the trail will come from generators that Culture Creative will carefully locate around the Garden. The generators used are chosen as they are very quiet and will be inaudible from the trail and from any wildlife habituation. The power will be carried using approximately 12km of cabling which has been used previously in sites with wildlife populations with no adverse effects. Much of the lighting will be floor based to highlight trees. The trees form part of the cultivated collections at Dunham Massey Garden and their welfare is paramount as part of the planning of this event.

Flora

All parts of this year's route are on hard surfaces i.e. paths. The route passes through areas which are well-walked by visitors daily and does not take in any sections of grass with sensitive wild floras, so no impact upon Dunham Massey's Gardens rich wild flora is to be anticipated from this event.

Fish

The open water features are home to the following fish species; roach, rudd, tench, perch, crucian carp and two golden orf.

		<p>Two water jets will be included on the trail in the main pond. These units will be kept in place by conduit held in place from fixings yet to be determined at the side of the pond. This conduit will not be under tension and will allow movement as the water requires and a full assessment will be completed to ensure all aspects of the wildlife in the pond are not affected by rigging of the installation. The water pumps will be active on a pulsating sequence, i.e. they will not be on permanently, so although this will create a pull of water within the pumps, this will be released within 5/10 seconds, therefore these temporary pumps should cause no problems with the wildlife.</p> <p>Birds The design of the illuminated trail has been discussed and modified to minimise any potential for damage to birds. The trail is unlikely to cause an issue to birds as there are no nesting birds at this time of year.</p> <p>Reptiles and amphibians Generic frogs and toads can be found in the garden but will be hibernating away from the water at this time of year. There should be no impact from this event upon reptiles or amphibians.</p> <p>Badgers There are no badgers in the garden although they are occasionally seen in the deer park. No badger setts have been identified in the garden.</p> <p>Bats The Park and garden has approximately six species of at - they should be hibernating at the time of year that the illuminated trail is present. Sensitivity will be given to ensure that there is no disturbance to roosts. Flight lines will not be a concern due to the bats hibernating. A full bat survey has been conducted to ensure no disturbance.</p> <p>Overview This is a small, tightly contained event, open for limited hours at a very dormant time of year. It is perceived that we do not foresee any adverse effect on the Dunham Massey Garden's wildlife.</p>
<p>Who is it organised by?</p>		<p>Dunham Massey 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> and <i>Christmas at Blenheim</i> illuminated light trails.</p> <p><i>Christmas at Dunham Massey</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>