

# WINTER WISHES - HYDE PARK WINTER WONDERLAND

Wednesday 27th November 2024 10am - 2pm

## PRE-TICKET REQUEST FAQ'S

Hyde Park Winter Wonderland are delighted to be hosting our second Winter Wishes, a free event at Hyde Park Winter Wonderland on **Wednesday 27th November 2024 10am – 2pm**, and we would love for your school to attend!

Please note there are 6 x accessible toilets on site and 2 x High Dependency Unit. Please review our [Access Guide](#) for more information.

### **When do we know if we have been successful in our application?**

You will receive an email to confirm your successful application 30 days after the first deadline of **15<sup>th</sup> July 2024**. Please note due to the popularity of Winter Wishes, only those with successful applications will be contacted.

### **How do I get my tickets upon successful application?**

Upon successful application, guests will receive a promotional code to redeem their groups tickets from the Hyde Park Winter Wonderland ticket website. Once you have redeemed your tickets online, you will then receive an email confirmation from SEE Tickets with your tickets and Winter Wishes guide included.

### **How long do we have to redeem our tickets?**

Please note you will have until **23rd September 2024** to redeem your tickets. At this point, all unredeemed tickets will be distributed to other applicants and our waiting list.

### **What does your ticket include?**

Your free ticket will give your group access to Hyde Park Winter Wonderland, which will operate on a dramatically reduced attendance compared to standard open hours. Ticketholders can enjoy unlimited access to all our rides and attractions from 10am – 2pm (subject to availability), which includes the open-air Ice rink, the Magical Ice Kingdom, the Giant Observation Wheel, and the Real Ice Slide.

There will be one free circus show at 1pm on a first come first served basis and guests can also visit Father Christmas and his elves at the Grotto. Visiting Father Christmas is free, and you can purchase photos from our official photographers.

### **What about games, food, and drink?**

Ticketholders will need to pay for games, food, and drink. You can bring your own picnic lunch with you to enjoy in one of our undercover seating areas. Please note no alcohol or glass is permitted into HPWW. We do accept cash onsite at some vendors throughout the event.

### **Will security checks be in place?**

Security checks will be in place throughout the event, including bag searches upon entry, which may result in delays when entering the site.

### **When should we arrive?**

We recommend arriving in time for entry at 9:30am so . Your group can stay inside the event till close at 10pm, however guests will need to pay for rides and attractions after 2pm.

**How busy will Winter Wishes be?**

Between 10am – 2pm, Hyde Park Winter Wonderland is open for Winter Wishes ticketholders only, which will operate on a dramatically reduced attendance compared to normal opening hours. Please note that from 2pm the public will begin to enter the site, and so Hyde Park Winter Wonderland will start to get busier.

**How to get to Hyde Park Winter Wonderland?**

As the event is located in the centre of London there are a variety of transport options.

Please take a look at our online [Guide Sheet](#) to travelling to Hyde Park Winter Wonderland to find the appropriate travel.

Please note it is the responsibility of each guest to organise their own transport to the event. We unfortunately don't provide coach parking.

**What are the teachers/adults to students/child ratio you require?**

Minimum and recommended teacher to student ratios apply to different age groups:

- Infants (Reception & Years 1 - 2): We require a minimum of 1 adult to every 8 children, but we recommend 1 adult to every 5 children.
- Juniors (Years 3 - 6): We require a minimum of 1 adult to every 10 children, but we recommend 1 adult to every 8 children.
- Secondary (Years 7 - 11): We require a minimum of 1 adult to every 10 children.
- Ages 16 and over: We require a minimum of 1 adult per booking, but we recommend 1 adult to every 30 children.

Please bear in mind these teachers to student ratio when you request tickets.

**Accessibility**

When you receive your e ticket confirmation email, please do download the Winter Wishes guide PDF within this email as it will detail all the attractions and rides that are suitable for different access guests. For information regarding Accessibility now, please view our [Access Guide](#).

We are offering a very limited number of car park/minibus spaces for guests with accessibility requirements only, if you require one, please state this in your email to us. Requests are on a first come first serve basis. The car park is 0.5 miles away from our closest entrance gate.

If you have any questions on accessibility at Hyde Park Winter Wonderland, please email us at [WinterWishes@img.com](mailto:WinterWishes@img.com).

If you require more information before you make your ticket request, do email us at [WinterWishes@img.com](mailto:WinterWishes@img.com), and someone in the team will happily help, or take a look at our [Website](#).