

Christmas at Castle Howard

Frequently Asked Questions

What are your opening times?

Our House, Grounds and Outlets have variable opening times over the festive period. Please see our [Opening Times and Prices](#) page for full details.

How much are tickets?

Christmas in Neverland: £19 - £32

Gardens Only Tickets: £12

Christmas in Neverland: Meet the Designers £55

Car parking: £6 (free for Gardens Only Tickets, Members and Blue Badge holders)

All tickets are subject to a small Seetickets booking fee.

How much is car parking?

£6, subject to a Seetickets booking fee. Gardens Only Tickets, Members, Coaches and Blue Badge holders don't pay for parking.

We charge for car parking at Christmas to help support our additional infrastructure, including Car Park Attendants, lighting, and trackway, and to help us improve our car parking facilities for everyone's safety and comfort in the future. Revenue from last year's car parking allowed us to create more disabled car parking spaces and supported the resurfacing of part of the car park.

Safety, access, and comfort

I'm bringing a pushchair, large rucksack-style carrier, or a pram, can I bring it into the House?

Pushchairs, prams, and large rucksack-style baby carriers are not allowed in the main House for our Christmas in Neverland or Father Christmas. Please leave your pushchair, carrier or pram in the dedicated covered space in the Christmas Marquee.

Pushchairs, carriers, and prams are not permitted in Santa's Grotto. You can leave your pushchair, carrier, or pram outside the space.

Small baby carriers and hip seats are available to borrow from the House entrance. Please return it when you collect your pushchair or pram. No food or drink is allowed in the House. Breast feeding is welcome anywhere on site, but if you'd prefer a private place, please ask a staff member.

When is the Kelly Car (land train) running?

The Kelly Car will run every day, subject to availability. When the Boathouse Café & Kitchen are open, the last departure leaves from the Boathouse area at 3pm. When the Boathouse isn't open, the last departure leaves from the House entrance at 3pm.

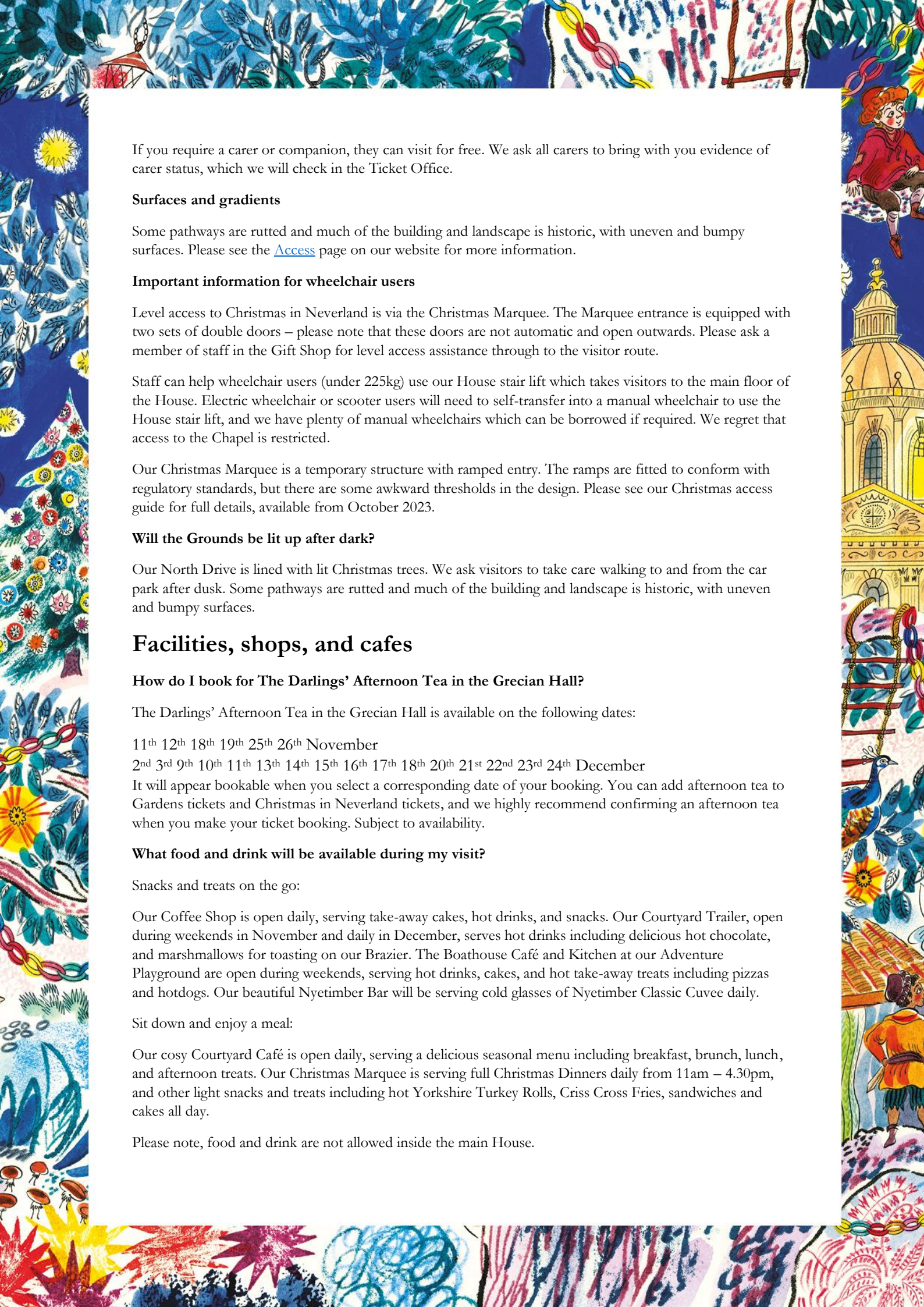
Disabled car parking spaces and specs

We have dedicated blue badge car parking spaces. 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 Courtyard before parking elsewhere. Blue badge holders do not need to pay for car parking.

Our disabled car parking spaces are closest to the ticket office. They are 2.4m wide by 4.8m long with hatching to one side and rear of 1200mm.

Do you offer free carer or companion tickets?





If you require a carer or companion, they can visit for free. We ask all carers to bring with you evidence of carer status, which we will check in the Ticket Office.

Surfaces and gradients

Some pathways are rutted and much of the building and landscape is historic, with uneven and bumpy surfaces. Please see the [Access](#) page on our website for more information.

Important information for wheelchair users

Level access to Christmas in Neverland is via the Christmas Marquee. The Marquee entrance is equipped with two sets of double doors – please note that these doors are not automatic and open outwards. Please ask a member of staff in the Gift Shop for level access assistance through to the visitor route.

Staff can help wheelchair users (under 225kg) use our House stair lift which takes visitors to the main floor of the House. Electric wheelchair or scooter users will need to self-transfer into a manual wheelchair to use the House stair lift, and we have plenty of manual wheelchairs which can be borrowed if required. We regret that access to the Chapel is restricted.

Our Christmas Marquee is a temporary structure with ramped entry. The ramps are fitted to conform with regulatory standards, but there are some awkward thresholds in the design. Please see our Christmas access guide for full details, available from October 2023.

Will the Grounds be lit up after dark?

Our North Drive is lined with lit Christmas trees. 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 and bumpy surfaces.

Facilities, shops, and cafes

How do I book for The Darlings' Afternoon Tea in the Grecian Hall?

The Darlings' Afternoon Tea in the Grecian Hall is available on the following dates:

11th 12th 18th 19th 25th 26th November

2nd 3rd 9th 10th 11th 13th 14th 15th 16th 17th 18th 20th 21st 22nd 23rd 24th December

It will appear bookable when you select a corresponding date of your booking. You can add afternoon tea to Gardens tickets and Christmas in Neverland tickets, and we highly recommend confirming an afternoon tea when you make your ticket booking. Subject to availability.

What food and drink will be available during my visit?

Snacks and treats on the go:

Our Coffee Shop is open daily, serving take-away cakes, hot drinks, and snacks. Our Courtyard Trailer, open during weekends in November and daily in December, serves hot drinks including delicious hot chocolate, and marshmallows for toasting on our Brazier. The Boathouse Café and Kitchen at our Adventure Playground are open during weekends, serving hot drinks, cakes, and hot take-away treats including pizzas and hotdogs. Our beautiful Nyetimber Bar will be serving cold glasses of Nyetimber Classic Cuvée daily.

Sit down and enjoy a meal:

Our cosy Courtyard Café is open daily, serving a delicious seasonal menu including breakfast, brunch, lunch, and afternoon treats. Our Christmas Marquee is serving full Christmas Dinners daily from 11am – 4.30pm, and other light snacks and treats including hot Yorkshire Turkey Rolls, Criss Cross Fries, sandwiches and cakes all day.

Please note, food and drink are not allowed inside the main House.

What Christmas shopping outlets will be available during my visit?

Our Farm Shop is open daily, with a dedicated Butchery, delicious fresh vegetables, a well-stocked deli counter with Yorkshire produce, and a range of gifts. Our House Gift Shop is open daily (excluding Christmas Day and Boxing Day), with a fantastic collection of beautiful gifts and souvenirs. Our Bauble Emporium, open daily, is located in the Christmas Marquee, showcasing decorations from our Christmas displays and more. Our Garden Centre has British-grown Christmas trees, Christmas house plants, gifts and more, open daily (excluding New Years Day, Christmas Day and Boxing Day).

Can I pay with cash?

Castle Howard is a cashless venue. We can only accept card payments.

General

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

We strongly recommend booking tickets in advance. Walk-up tickets are subject to availability, and at busy times we cannot guarantee entry.

The Ticket Office will remain open until the last Christmas in Neverland entry or Father Christmas in the Castle time, whichever is later. For example, if the last Father Christmas in the Castle is at 6.30pm, the Ticket Office will also close at 6.30pm. We recommend you arrive at least 15 minutes before your House entry slot or Father Christmas showing, because latecomers will not be admitted.

Can I transfer my tickets to a different date?

Yes, subject to availability. Please do this via the [Seatickets Customer Service Centre](#). You will need your booking confirmation and email address.

I'm a Silver or Gold Member. How can I visit at Christmas?

A Members Preview of Christmas in Neverland is bookable on a first-come-first-serve basis via the Castle Howard website. Silver Members are entitled to one free visit at Christmas for each person in the active Membership, Gold Members are entitled to two for each person in the active Membership. Enter your Membership Card Number when making your booking. Members don't need to pay for car parking.

All visitors must be valid members and Membership cards must be presented on arrival to Castle Howard; failure to have a valid membership will result in that day's ticket price being charged per non member.

There is only one Ticket Type for Members which covers both Adults and Children. For example, if you're bringing one adult and two children, you would book three Members tickets.

Members receive discounts on Father Christmas and Santa's Grotto tickets. Enter your Membership Card Number when making your booking. Adult Members can redeem their free Christmas in Neverland tickets on Father Christmas Adult tickets.

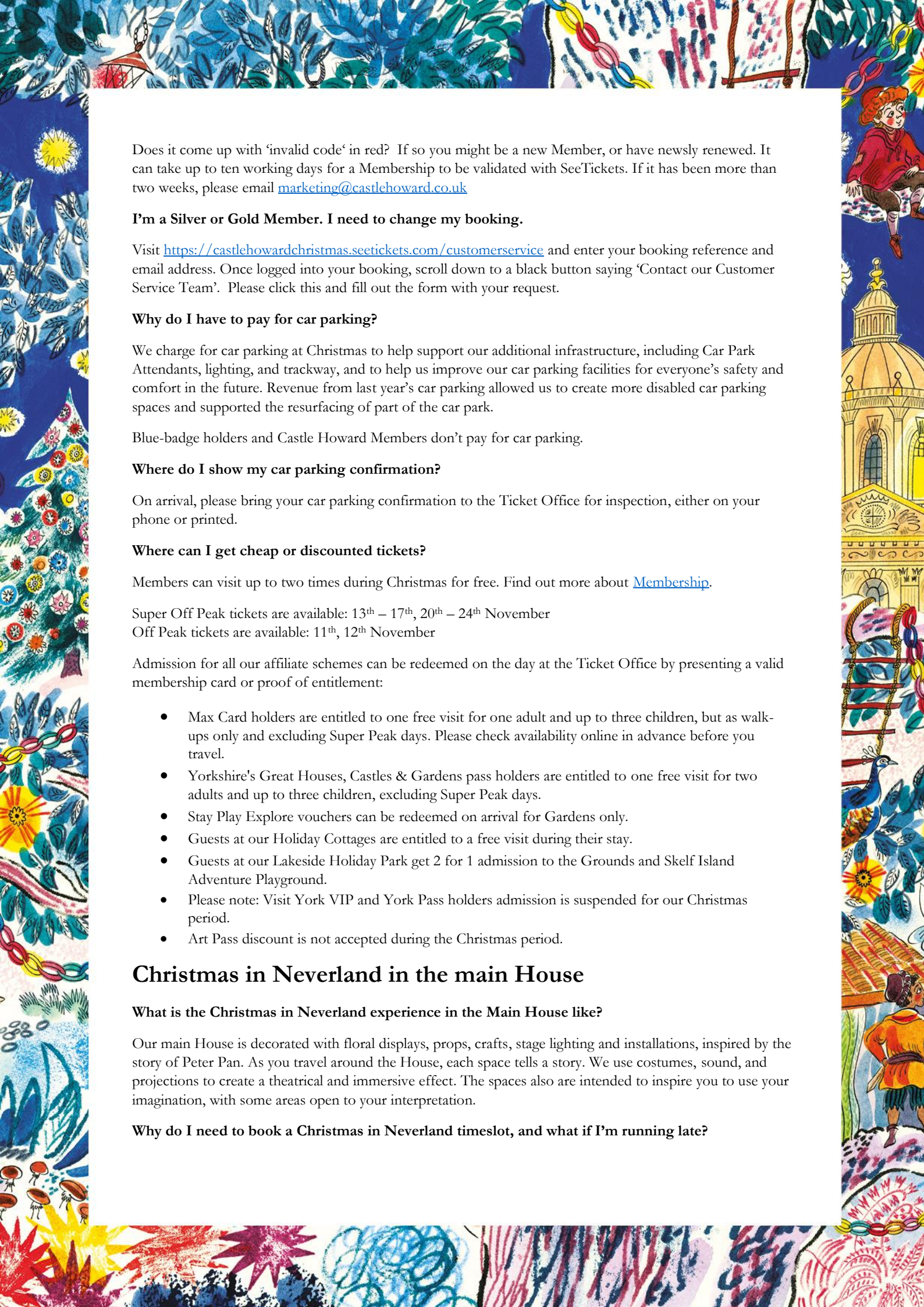
Members are also invited to our Members Carol Concert on Monday December 4, 6.30pm. We'll share more information later in the year.

New members will be able to book member tickets once their membership has been activated with SeeTickets. This may take up to 14 working days.

I'm a Silver or Gold Member. My membership number isn't working when I go to book.

Please check the following:

- Are you using the lead member's number?
- Have you included the MEM (not all membership numbers include this) without spaces?
- Have you pressed 'use code'?



Does it come up with 'invalid code' in red? If so you might be a new Member, or have newly renewed. It can take up to ten working days for a Membership to be validated with SeeTickets. If it has been more than two weeks, please email marketing@castlehoward.co.uk

I'm a Silver or Gold Member. I need to change my booking.

Visit <https://castlehowardchristmas.seetickets.com/customerservice> and enter your booking reference and email address. Once logged into your booking, scroll down to a black button saying 'Contact our Customer Service Team'. Please click this and fill out the form with your request.

Why do I have to pay for car parking?

We charge for car parking at Christmas to help support our additional infrastructure, including Car Park Attendants, lighting, and trackway, and to help us improve our car parking facilities for everyone's safety and comfort in the future. Revenue from last year's car parking allowed us to create more disabled car parking spaces and supported the resurfacing of part of the car park.

Blue-badge holders and Castle Howard Members don't pay for car parking.

Where do I show my car parking confirmation?

On arrival, please bring your car parking confirmation to the Ticket Office for inspection, either on your phone or printed.

Where can I get cheap or discounted tickets?

Members can visit up to two times during Christmas for free. Find out more about [Membership](#).

Super Off Peak tickets are available: 13th – 17th, 20th – 24th November

Off Peak tickets are available: 11th, 12th November

Admission for all our affiliate schemes can be redeemed on the day at the Ticket Office by presenting a valid membership card or proof of entitlement:

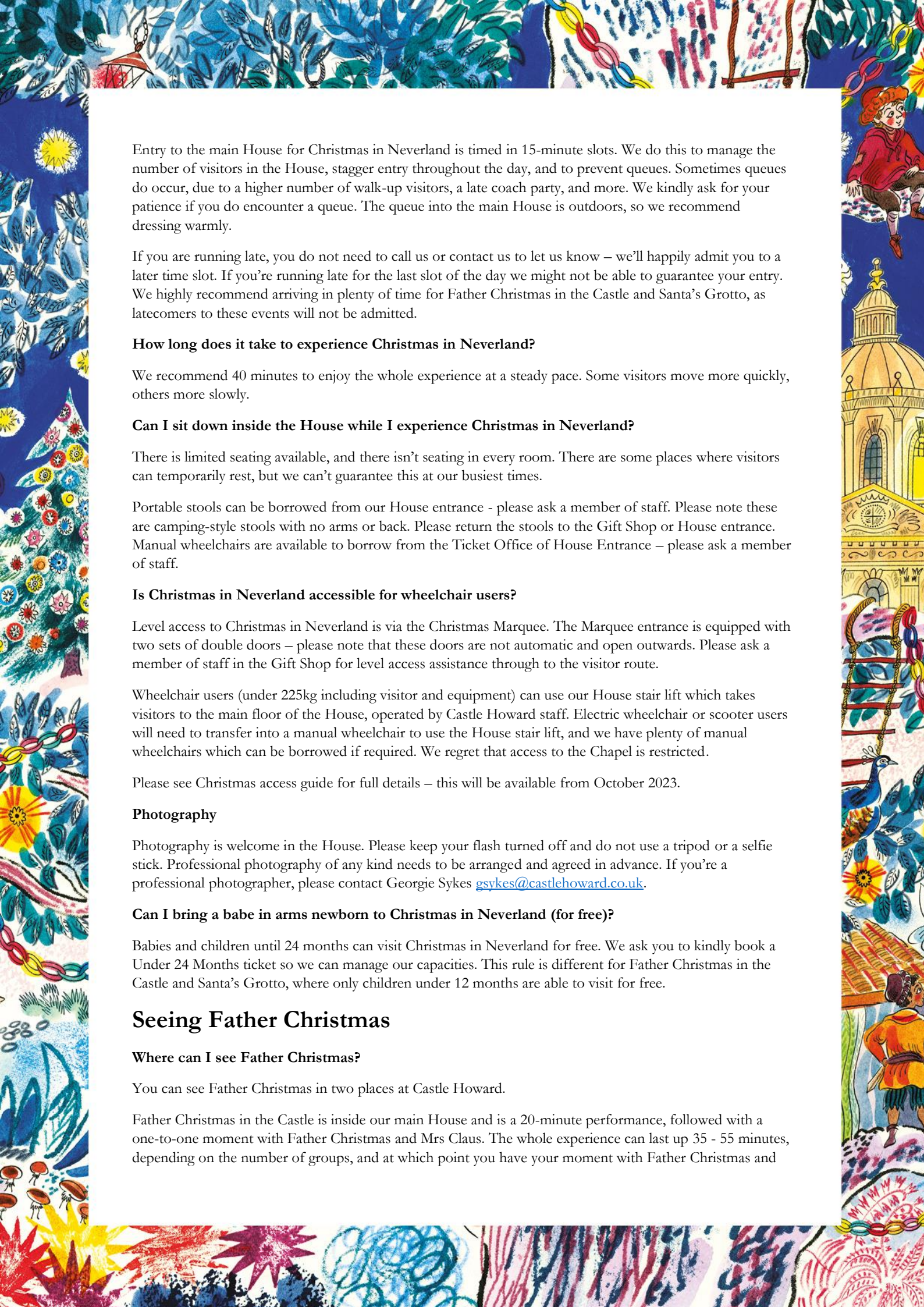
- Max Card holders are entitled to one free visit for one adult and up to three children, but as walk-ups only and excluding Super Peak days. Please check availability online in advance before you travel.
- Yorkshire's Great Houses, Castles & Gardens pass holders are entitled to one free visit for two adults and up to three children, excluding Super Peak days.
- Stay Play Explore vouchers can be redeemed on arrival for Gardens only.
- Guests at our Holiday Cottages are entitled to a free visit during their stay.
- Guests at our Lakeside Holiday Park get 2 for 1 admission to the Grounds and Skelf Island Adventure Playground.
- Please note: Visit York VIP and York Pass holders admission is suspended for our Christmas period.
- Art Pass discount is not accepted during the Christmas period.

Christmas in Neverland in the main House

What is the Christmas in Neverland experience in the Main House like?

Our main House is decorated with floral displays, props, crafts, stage lighting and installations, inspired by the story of Peter Pan. As you travel around the House, each space tells a story. We use costumes, sound, and projections to create a theatrical and immersive effect. The spaces also are intended to inspire you to use your imagination, with some areas open to your interpretation.

Why do I need to book a Christmas in Neverland timeslot, and what if I'm running late?



Entry to the main House for Christmas in Neverland 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-up visitors, a late coach party, and more. We kindly ask for your patience if you do encounter a queue. The queue into the main House is outdoors, so we recommend dressing warmly.

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. If you're running late for the last slot of the day we might not be able to guarantee your entry. We highly recommend arriving in plenty of time for Father Christmas in the Castle and Santa's Grotto, as latecomers to these events will not be admitted.

How long does it take to experience Christmas in Neverland?

We recommend 40 minutes to enjoy the whole experience at a steady pace. Some visitors move more quickly, others more slowly.

Can I sit down inside the House while I experience Christmas in Neverland?

There is limited seating available, and there isn't seating in every room. There are some places where visitors can temporarily rest, but we can't guarantee this at our busiest times.

Portable stools can be borrowed from our House entrance - please ask a member of staff. Please note these are camping-style stools with no arms or back. Please return the stools to the Gift Shop or House entrance. Manual wheelchairs are available to borrow from the Ticket Office of House Entrance – please ask a member of staff.

Is Christmas in Neverland accessible for wheelchair users?

Level access to Christmas in Neverland is via the Christmas Marquee. The Marquee entrance is equipped with two sets of double doors – please note that these doors are not automatic and open outwards. Please ask a member of staff in the Gift Shop for level access assistance through to the visitor route.

Wheelchair users (under 225kg including visitor and equipment) can use our House stair lift which takes visitors to the main floor of the House, operated by Castle Howard staff. Electric wheelchair or scooter users will need to transfer into a manual wheelchair to use the House stair lift, and we have plenty of manual wheelchairs which can be borrowed if required. We regret that access to the Chapel is restricted.

Please see Christmas access guide for full details – this will be available from October 2023.

Photography

Photography is welcome in the House. Please keep your flash turned off and do not use a tripod or a selfie stick. Professional photography of any kind needs to be arranged and agreed in advance. If you're a professional photographer, please contact Georgie Sykes gsykes@castlehoward.co.uk.

Can I bring a babe in arms newborn to Christmas in Neverland (for free)?

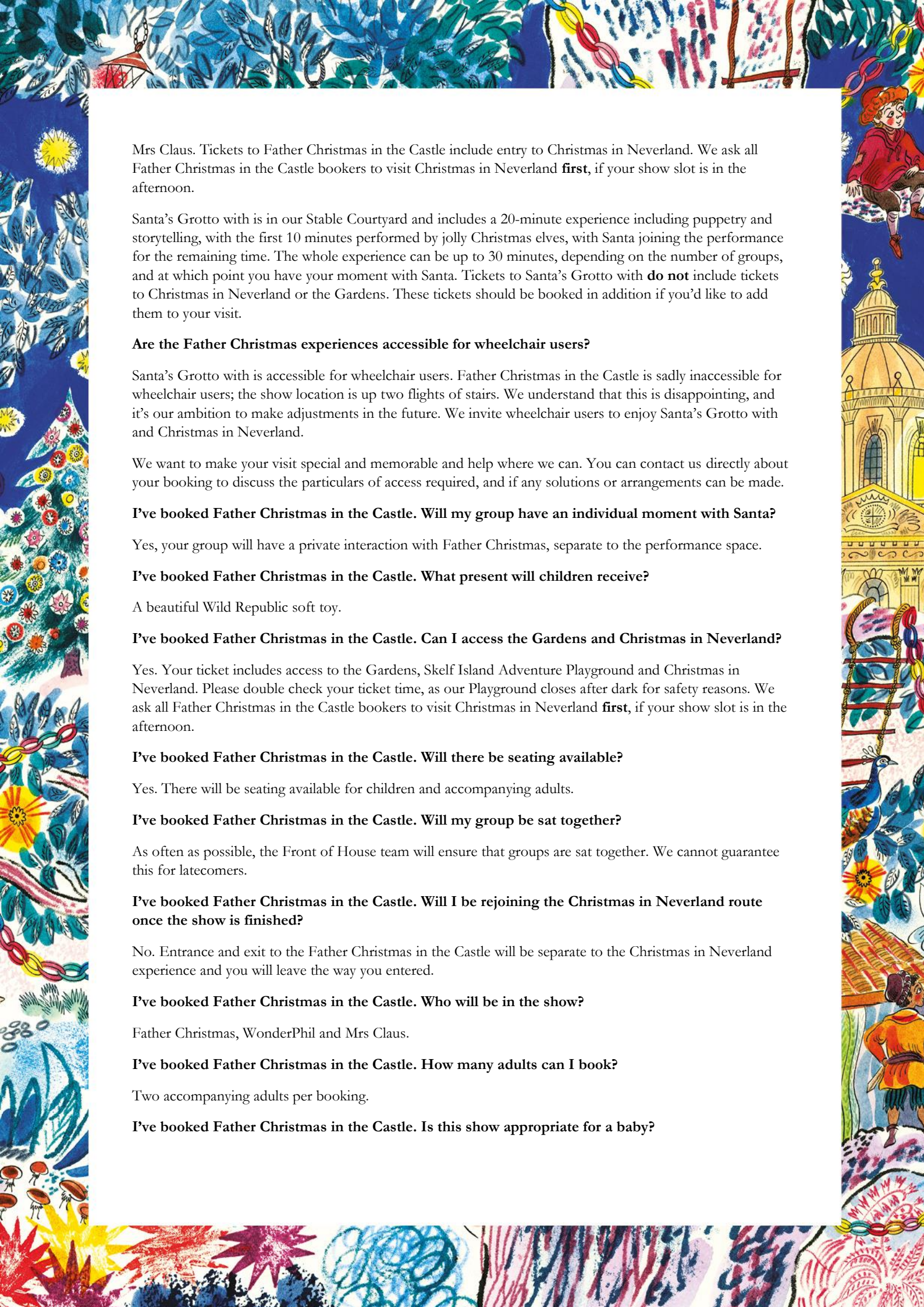
Babies and children until 24 months can visit Christmas in Neverland for free. We ask you to kindly book a Under 24 Months ticket so we can manage our capacities. This rule is different for Father Christmas in the Castle and Santa's Grotto, where only children under 12 months are able to visit for free.

Seeing Father Christmas

Where can I see Father Christmas?

You can see Father Christmas in two places at Castle Howard.

Father Christmas in the Castle is inside our main House and is a 20-minute performance, followed with a one-to-one moment with Father Christmas and Mrs Claus. The whole experience can last up 35 - 55 minutes, depending on the number of groups, and at which point you have your moment with Father Christmas and



Mrs Claus. Tickets to Father Christmas in the Castle include entry to Christmas in Neverland. We ask all Father Christmas in the Castle bookers to visit Christmas in Neverland **first**, if your show slot is in the afternoon.

Santa's Grotto with is in our Stable Courtyard and includes a 20-minute experience including puppetry and storytelling, with the first 10 minutes performed by jolly Christmas elves, with Santa joining the performance for the remaining time. The whole experience can be up to 30 minutes, depending on the number of groups, and at which point you have your moment with Santa. Tickets to Santa's Grotto with **do not** include tickets to Christmas in Neverland or the Gardens. These tickets should be booked in addition if you'd like to add them to your visit.

Are the Father Christmas experiences accessible for wheelchair users?

Santa's Grotto with is accessible for wheelchair users. Father Christmas in the Castle is sadly inaccessible for wheelchair users; the show location is up two flights of stairs. We understand that this is disappointing, and it's our ambition to make adjustments in the future. We invite wheelchair users to enjoy Santa's Grotto with and Christmas in Neverland.

We want to make your visit special and memorable and help where we can. You can contact us directly about your booking to discuss the particulars of access required, and if any solutions or arrangements can be made.

I've booked Father Christmas in the Castle. Will my group have an individual moment with Santa?

Yes, your group will have a private interaction with Father Christmas, separate to the performance space.

I've booked Father Christmas in the Castle. What present will children receive?

A beautiful Wild Republic soft toy.

I've booked Father Christmas in the Castle. Can I access the Gardens and Christmas in Neverland?

Yes. Your ticket includes access to the Gardens, Skelf Island Adventure Playground and Christmas in Neverland. Please double check your ticket time, as our Playground closes after dark for safety reasons. We ask all Father Christmas in the Castle bookers to visit Christmas in Neverland **first**, if your show slot is in the afternoon.

I've booked Father Christmas in the Castle. Will there be seating available?

Yes. There will be seating available for children and accompanying adults.

I've booked Father Christmas in the Castle. Will my group be sat together?

As often as possible, the Front of House team will ensure that groups are sat together. We cannot guarantee this for latecomers.

I've booked Father Christmas in the Castle. Will I be rejoining the Christmas in Neverland route once the show is finished?

No. Entrance and exit to the Father Christmas in the Castle will be separate to the Christmas in Neverland experience and you will leave the way you entered.


I've booked Father Christmas in the Castle. Who will be in the show?

Father Christmas, WonderPhil and Mrs Claus.

I've booked Father Christmas in the Castle. How many adults can I book?

Two accompanying adults per booking.

I've booked Father Christmas in the Castle. Is this show appropriate for a baby?



We recommend Father Christmas in the Castle for ages 4+. If you would like to bring a newborn or baby to meet Father Christmas, we would recommend Santa's Grotto in the Stable Courtyard.

I've booked Father Christmas in the Castle. Can I bring a babe in arms newborn (for free)?

All Father Christmas in the Castle bookings require a paying child ticket to make the booking. If you have a babe in arms as well as a paying child ticket, you will be able to add the babe in arms to the booking.

Gifts are available for paid tickets only. For example, if you bring a babe in arms and one child, one gift will be given.

Babe in arms tickets are valid for children under 12 months. Older children must have a Child ticket.

I've booked Father Christmas in the Castle. Is this separate to the Christmas in Neverland experience?

Yes. Your ticket includes access to Christmas in Neverland, however, these are separate experiences and have different meeting points. Christmas in Neverland starts at the main House entrance, accessible via the North Drive. The Father Christmas in the Castle meeting point is accessible via our Christmas Marquee, where signage will point you in the right direction.

I've booked Father Christmas in the Castle. Where is the meeting point? Will I need to queue in the House entrance queue to see the show?

You will not need to queue in the House entrance queue if you are on your way to the Father Christmas in the Castle. The meeting point for Father Christmas in the Castle can be accessed via the Christmas Marquee. Please follow the signs and you will be greeted by a Castle Howard member of staff.

When you are ready to visit Christmas in Neverland, make your way to the regular House entrance.

I've booked Father Christmas in the Castle. How long before the show do I need to arrive with my group?

Please arrive at the meeting point 15 minutes prior to your booking slot.

I've booked Santa's Grotto. Can I access the Gardens and Christmas in Neverland?

No. Tickets to Santa's Grotto **do not** include tickets to Christmas in Neverland or the Gardens, these tickets should be booked in addition if you'd like to add them to your visit.

I've booked Santa's Grotto. Will my group have an individual moment with Santa?

Yes, your group will have an interaction with Santa, but this might be in the presence of other groups.

I've booked Santa's Grotto. What present will my child receive?

A beautiful Wild Republic soft toy.

I've booked Santa's Grotto. Where is the meeting point?

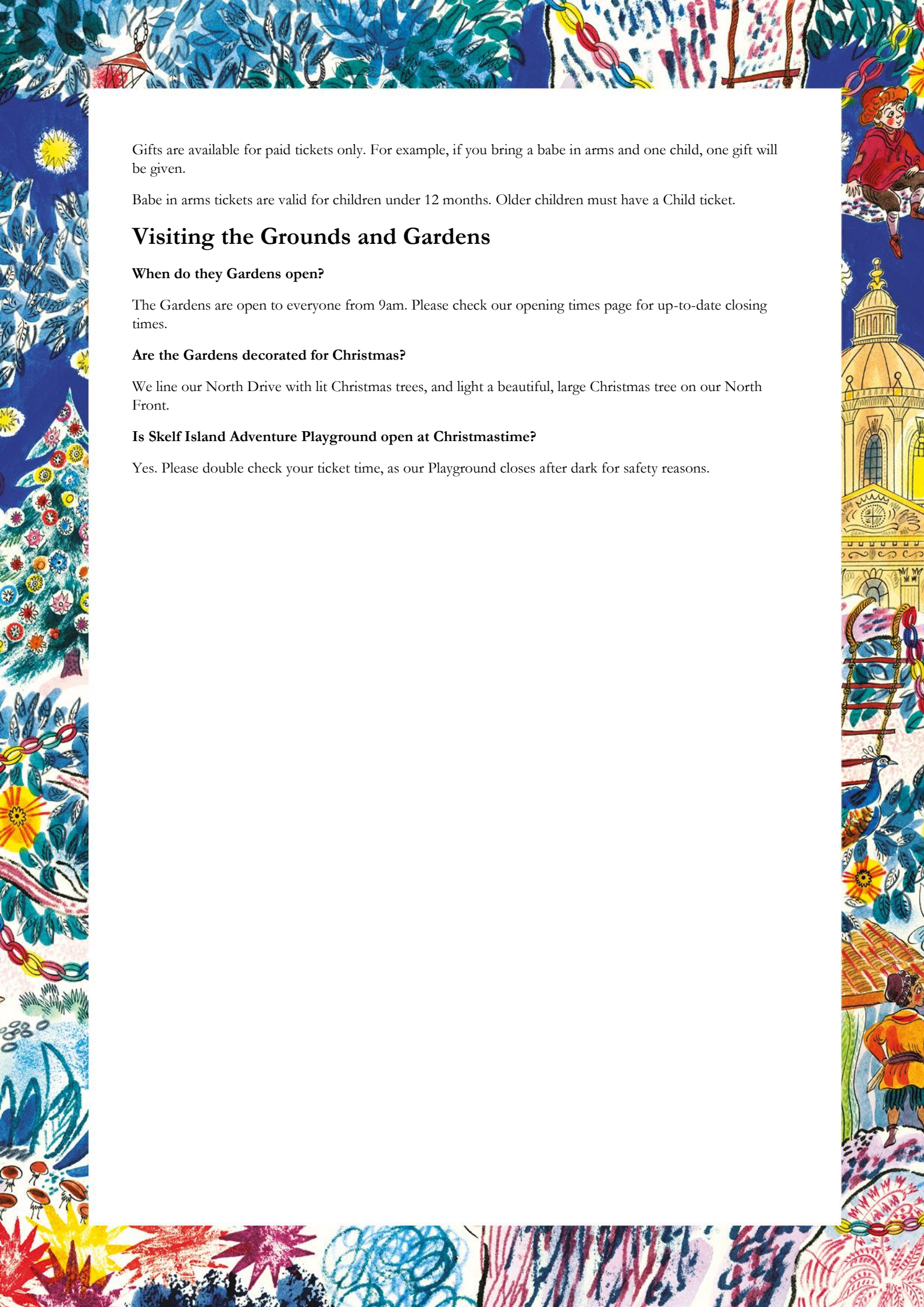
The meeting point is inside the Stable Courtyard. Please follow the signs and you will be greeted by a Castle Howard staff member. You do not need to visit the Ticket Office unless you'd like to upgrade your ticket to visit the Gardens or House.

I've booked Santa's Grotto. How long before the show do I need to arrive with my group?

Please arrive 10 minutes before your show time.

I've booked Santa's Grotto. Can I bring a babe in arms newborn (for free)?

All Santa's Grotto bookings require a paying child ticket to make the booking. If you have a babe in arms as well as a paying child ticket, you will be able to add the babe in arms to the booking.



Gifts are available for paid tickets only. For example, if you bring a babe in arms and one child, one gift will be given.

Babe in arms tickets are valid for children under 12 months. Older children must have a Child ticket.

Visiting the Grounds and Gardens

When do they Gardens open?

The Gardens are open to everyone from 9am. Please check our opening times page for up-to-date closing times.

Are the Gardens decorated for Christmas?

We line our North Drive with lit Christmas trees, and light a beautiful, large Christmas tree on our North Front.

Is Skelf Island Adventure Playground open at Christmastime?

Yes. Please double check your ticket time, as our Playground closes after dark for safety reasons.