

The magical, after-dark, illuminated trail

CHRISTMAS AT BEDGEBURY



2018 – Helpful Information

CATEGORY	QUESTION	ANSWER
General	What is <i>Christmas at Bedgebury</i> ?	A magical, after-dark, illuminated trail through Bedgebury National Pinetum. Greeted by the sights and sounds of Christmas, experience Bedgebury in a whole new light as you wander beneath unique canopies drenched in seasonal colour. Inspired by the landscape itself it is a festive adventure in a world of trees.
	When is it on?	Friday 30 November – Sunday 2 December Thursday 6 – Sunday 9 December Wednesday 12 – Monday 24 December Wednesday 26 – Sunday 30 December
	What are the times?	4.20pm*, 4.45pm, 5.00pm, 5.30pm, 6.00pm, 6.30pm, 7.00pm, 7.20pm, 7.40pm, 8.00pm. Bedgebury National Pinetum & Forest closes to day visitors at 3.30pm. Gates will reopen for <i>Christmas at Bedgebury</i> from 4.15pm and close at 10.00pm. Last entry to the trail is 8.30pm *4.20pm time slot available from 12 December onwards.
	Where does it take place?	The trail will take place through the National Pinetum at Bedgebury and will follow a circular route approximately 1.1 miles (1850m) long.
	Who is it suitable for?	<i>Christmas at Bedgebury</i> is suitable for a wide range of ages. It can be enjoyed equally by groups of all ages, families and children.
	Should I arrive in advance of my ticketed time slot?	No, you only need to arrive at Bedgebury at your chosen trail entry time.
	Where does the trail start?	<i>Christmas at Bedgebury</i> visitors parking in the main Visitor Centre car park will start and finish the trail at the Visitor Centre. Visitors parking in the Walled Garden car park will start and finish the trail at the bottom of the Viewpoint adjoining Dallimore Valley.

	Will we get to meet Father Christmas?	At this busy time of year Father Christmas will not have time to meet children individually. Father Christmas will have the very important job of welcoming visitors along this magical, illuminated trail. Look out for him amongst the pines, firs and spruces of one of the finest conifer collections in the world.															
	I am visiting Bedgebury during the day. Will I have to leave the site before visiting the <i>Christmas at Bedgebury</i> event in the evening?	Yes. To ensure that only ticket holders for <i>Christmas at Bedgebury</i> have entry to the evening event, daytime visitors must vacate the site at the stated closing time of 3.30pm.															
What else is on offer?	Can I buy food and drink?	<p>The Bedgebury Café will be open during the event for the purchase of hot food and drinks. Indoor seating will be available.</p> <p>In addition, there will be 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 also be on offer. Visitors can also toast marshmallows at one of our purpose-built fire pits.</p> <p>Please note there is no cash point on site.</p>															
	What rides are available?	<p>Little ones can ride the vintage carousel or other traditional rides located around the Visitor Centre. Ride tokens can be purchased on the night or online in advance at the <i>Christmas at Bedgebury</i> website: www.christmasatbedgebury.co.uk. Confirmation of other traditional rides will be available nearer the time and height, weight or age restrictions may apply. Please see on-site for details.</p>															
Tickets	When do tickets go on sale?	Tickets go on general sale on Wednesday 13 th June.															
	Where can I buy tickets?	<p>You can buy tickets online at the <i>Christmas at Bedgebury</i> website: www.christmasatbedgebury.co.uk</p> <p>Or by calling SEE tickets on: 0844 995 1365 (Calls cost 7p per minute plus your network access charge).</p>															
	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?	<p>Entry tickets for <i>Christmas at Bedgebury</i>:</p> <table border="1"> <thead> <tr> <th></th> <th>ADVANCE</th> <th>ON THE DAY</th> </tr> </thead> <tbody> <tr> <td>Adult</td> <td>£17.00</td> <td>£19.00</td> </tr> <tr> <td>Family</td> <td>£50.00</td> <td>£58.00</td> </tr> <tr> <td>Child (5-16)</td> <td>£10.50</td> <td>£12.50</td> </tr> <tr> <td>Child under 5</td> <td>£0.00</td> <td>£0.00</td> </tr> </tbody> </table> <p>On the day prices apply from 00.01 on the day of the event.</p> <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>		ADVANCE	ON THE DAY	Adult	£17.00	£19.00	Family	£50.00	£58.00	Child (5-16)	£10.50	£12.50	Child under 5	£0.00	£0.00
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When does the “on the day” ticket price start?	On the day prices apply from 00.01 on the day of the event.																

	Can I book a ticket on the day?	Yes. Book on the day online at www.christmasatbedgebury.co.uk up to 12pm, then subject to availability, you will be able to purchase tickets at the Box Office on site, which is adjacent to the car parks. 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 (5-16).
	Is my ticket for <i>Christmas at Bedgebury</i> valid for entry during the daytime?	No, your ticket for <i>Christmas at Bedgebury</i> will only allow you access to the trail at the selected entry time.
	Can I leave tickets for collection?	No, please arrive with your own ticket.
Groups	I would like to arrange a group visit to <i>Christmas at Bedgebury</i> – is there a group rate for this?	There is a group rate of 10% off groups of 10+ 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 . Group discounts are not available to book online and apply to adult tickets only.
	Do I need to reserve a coach parking space?	Yes, there is space for 1 coach per evening which will have to be booked in advance by contacting the See Tickets group booking line on: 0844 412 4650 (calls cost 7p per minute plus your network access charge).
Ticket queries	If I am delayed and miss my time slot can I join a later trail?	Yes, we will accommodate you on the next time slot but please be aware of the last entry times. (See below)
	I have tickets for the last time slot but I am late - what are the last entry times?	Last entry to the trail for ticket holders is 8.30pm. There can be no admittance after this time 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?	Bedgebury, RGL and its ticketing partners See Tickets and Ticketmaster are unable to offer refunds/duplicates on unwanted/lost tickets.
Practical questions about the trail	How long is the trail?	The trail is approximately 1.1 miles or 1850m long.
	Are there toilets on the trail?	There are toilets at the Visitor Centre, Walled Garden car park and the halfway point of the trail.
	Can you take dogs on the trail?	Please be a responsible dog owner. Dogs kept under full control on a short lead will be permitted. No extendable leads are permitted.
	What is the route of the trail?	The trail will take place through the National Pinetum at Bedgebury. It will follow a circular route which is approximately 1.1 miles or 1850m long and will cover hard stoned paths and timber boardwalk. Due to the natural landscape the trail will include some gradual and steeper slopes.

	Is the trail covered?	No. All visitors are reminded that this is an outdoor event and the weather may be inclement. Please wear appropriate outdoor clothing and footwear. We reserve the right to refuse inappropriately clothed patrons access to the walk, if it is felt they are open to a greater risk of injury.
	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.
Parking	Can I park at Bedgebury?	<p>Yes, parking is limited and a parking space <u>must</u> be purchased in advance either online at: www.Christmasatbedgebury.co.uk</p> <p>or by calling SEE tickets on: 0844 995 1365 (Calls cost 7p per minute plus your network access charge).</p> <p>Parking vouchers will be issued in advance with your ticket(s).</p> <p><i>Christmas at Bedgebury</i> visitors will be directed to park either in the main Visitor Centre car park or the Walled Garden. Please follow all instructions from stewards.</p> <p>Parking is charged at £6 per car.</p> <p>There is no charge for Friends of Bedgebury Pinetum members with a valid membership card*.</p> <p>A transaction fee will apply if car parking is booked separately.</p> <p>*Friends of Bedgebury Pinetum members may book one 'free' car parking space per membership. The 'free' parking space MUST be booked in advance when purchasing event ticket(s). A nil value parking voucher will be issued which MUST be presented alongside a valid Friends of Bedgebury Pinetum membership card** on arrival. Failure to do so will result in a non-member car parking charge of £6 per car payable on the night; refunds will NOT be issued in any circumstances. Additional car parking space(s) will be charged at £6 per car.</p> <p>**Membership must be valid on the date of visit.</p>
	What is your post code?	TN17 2SJ (Please be cautious when using Satellite Navigation). Bedgebury is signposted off the A21 on the B2079.
	Is there a dedicated drop off & pick up area?	Drop-off & pick-ups can be made in the main Visitor Centre car park.

Access provision	What provision do you have for disabled guests?	A DDA compliant toilet accessible with a radar key is located in the Visitor Centre.
	Do you have parking spaces for disabled guests?	Accessible spaces for blue badge holders are available in the main Visitor Centre car park. These are limited and must be purchased in advance either online at www.christmasatbedgebury.co.uk or by calling SEE tickets on: 0844 995 1365 (Calls cost 7p per minute plus your network access charge).
	Is the illuminated trail accessible for wheelchair users?	Yes, please note however, due to the natural landscape the trail includes some gradual and steeper slopes. The trail covers hard stoned paths and timber boardwalk.
	Can I bring my own mobility scooter?	Yes, please see above.
	Am I eligible for a free carer's ticket?	<p>Where an adult or child requires assistance to attend the event because of a health condition or disability <u>and</u> is in receipt of any of the following benefits, they will qualify for a free carer/companion ticket:</p> <ul style="list-style-type: none"> • Middle or Higher rate of Disability Living Allowance (mobility or care component); • Attendance Allowance; • Enhanced rate of Personal Independence Payment (daily living or mobility component). <p>Unfortunately, a Blue Badge cannot be accepted as proof of a health condition or disability.</p> <p>Carers should be aged 16 plus.</p>
	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.
	Can you take photos on the trail?	Yes, you are welcome to take photos and we encourage you to share these on Twitter, Facebook or Instagram with the hashtag #ChristmasatBedgebury
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.forestry.gov.uk/forestry/bee-h-a2kijhp 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</p>

		<p>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	<p>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.</p>
	Fuel Usage	<p>Fuel for power generation will be kept to a minimum by efficient use of power loadings and low wattage lighting units where appropriate.</p>
	Is it not quite wasteful having all these lights on at night? Is this illuminated trail 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.</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 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> <p><i>Christmas at Bedgebury</i> 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 difficult terrain particularly during inclement weather. In these circumstances there will be additional steward support available for assistance.</p>
Who is it organised by?		<p>The Forestry Commission at Bedgebury have partnered with entertainment promoter Raymond Gubbay Ltd who are well established for producing concerts and live events throughout the UK. They have also co-produced the highly successful <i>Christmas at Kew</i>, <i>Christmas at Blenheim</i>, <i>Christmas at the Botanical Gardens</i>, <i>Christmas at Museum Gardens</i> and <i>Christmas at the Botanics</i> illuminated light trails.</p>

		<p><i>Christmas at Bedgebury</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> <p>For more information on Bedgebury National Pinetum & Forest please click here</p>
Communications	Why do you need my email address?	<p>We will contact you with information relating to your booking. Please click here for more information about how Forestry Commission handle your data.</p>