

# CHRISTMAS AT DUNHAM MASSEY



## 2017 – Helpful Information

CATEGORY	QUESTION	ANSWER
General	What is <i>Christmas at Dunham Massey</i> ?	<p>The magical, mystical, illuminated trail...</p> <p><b>It's beginning to look a lot like Christmas when the trees and formal gardens of Dunham Massey are all aglow for a magical after dark experience.</b></p> <p>For the very first time, Dunham Massey is transformed into a winter wonderland – a one mile sparkling path winding through the historic woodland with plenty of surprises along the way. Wander beneath tree canopies illuminated in seasonal shards of light, larger-than-life snowflakes and baubles. Father Christmas sees you on your way through twinkling tunnels along a swaying lawn of colour and beside reflections in the water. In the distance, glimpse the flickering plumes of the scented Fire Garden. As you duck between sparkling hedgerows, discover the Singing Trees rising high into the night sky and venture on into Pealight Heaven, a canopy of over 100,000 fairy lights. Pause at the festive finale as brightly coloured water jets dance in time to much-loved Christmas classics.</p> <p>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 your own marshmallows at one of the fire pits, ride the vintage carousel* and enjoy other traditional fare before finishing off your Christmas shopping in Dunham Massey's shop.</p> <p>*separate charges apply</p>
	When is it on?	<p>Friday 1 – Sunday 3 December Friday 8 – Sunday 10 December Thursday 14 – Sunday 24 December</p> <p>Show Closed – 4, 5, 6, 7, 11, 12, 13 December</p>
General cont./	What are the times?	

		<p><i>Christmas at Dunham Massey</i> takes place after Dunham Massey has closed to the public at 16.00. Gates then open for <i>Christmas at Dunham Massey</i> at 4.45pm and close at 10.00pm.</p> <p>9 slots nightly, ½ hr slots between 5pm – 7pm, then 20 minute slots between 7pm and 8pm and last slot at 8pm. (Last entry 8.30pm)</p>
	Where does it take place?	Dunham Massey is a National Trust property. Address: Dunham Massey, Altrincham, WA14 4SJ. The illuminated trail follows a one mile loop on the paths from the Visitor Centre entrance through the Garden and back.
	Who is it suitable for?	<i>Christmas at Dunham Massey</i> is suitable for all ages – to be enjoyed equally by groups or family members to enjoy together.
	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 path to the Gardens.
	I am visiting Dunham Massey during the day. Will I have to leave the Garden before entering <i>Christmas at Dunham Massey</i> 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.
	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 10.00pm. Customers arriving after 4.00pm will need to purchase a car parking ticket on site on arrival.
	Can I buy food and drink?	Yes, you will be able to purchase from Dunham Massey's Café based at the Visitor Centre.
	Which restaurants will be open?	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, roasted chestnuts will be on offer. Visitors can also toast marshmallows at one of our purpose-built fire pits.
<b>What else is on offer at Christmas at Dunham Massey?</b>	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 10pm.
	When do tickets go on sale?	<ul style="list-style-type: none"> <li>• 30 June – National Trust priority booking – Members rates only to be available at this time –</li> <li>• 14 July - General Public booking opens – advance rate pricing</li> </ul>
<b>Tickets</b>	Where can I buy tickets?	<p><b>Online</b></p> <p><i>Christmas at Dunham Massey</i> website – <a href="http://nationaltrust.org.uk/dunham-massey">nationaltrust.org.uk/dunham-massey</a></p> <p><b>Telephone</b></p> <p>0871 230 1553 (calls cost 13p 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?	Entry tickets for <i>Christmas at Dunham Massey</i> :
		<b>ADVANCE      ON THE DAY</b>

	<p><b>Adult non Member    £16    £18</b>  <b>Adult Member        £14.50   £18</b>  <b>Family non Member   £48.00   £56</b>  <b>Family Member        £42.00   £56</b>  <b>Child non Member    £10.00   £12</b>  <b>Child member         £8.50    £12</b></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>
I'm a member of the National Trust – do I get a discount?	<p>Yes. National Trust members will be sent an e-communication which provides details of how to claim the discount code. If you haven't received the code, please call Dunham Massey on 0161 941 1025.</p> <p>Use this code to book your discounted tickets online or over the phone.</p> <p>The discount code is live from 29 June until one minute past mid-night on the day before your chosen booking date.</p>
When does the "on the day" ticket price start?	On the day prices apply from one minute past midnight on the day prior to your visit.
Why do National Trust members not get free entry or free parking?	Everyone, including National Trust members, must pay for parking. Christmas at Dunham Massey is an event held outside of Dunham Massey's normal opening hours. The charge for parking reflects the high quality nature of this ticketed event and ensures that anyone booking the event has the option of parking at the venue. Please see the FAQs document for further information.
Can I book a ticket on the day?	Book on the day online at See Tickets: <a href="http://www.seetickets.com">www.seetickets.com</a> or by phone 0871 230 1553 until 3.00pm. After this time tickets available from the onsite box office at the Information Desk of the Visitor Centre.
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
I would like to arrange a group visit to <i>Christmas at Dunham Massey</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. Groups discount not available to book online and apply to adult tickets only.
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 times. (See below)
I have tickets for the last slot - but am late - what are the last entry times?	Last entry for ticket holders is 8.30pm. There can be no admittance after these times as we begin to close down the trail.
<b>Groups</b>	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.

<b>Ticket queries</b>	I have lost my ticket? What Can I do?	Dunham Massey, RGL and its ticketing partners See Tickets, Ticketmaster and ATG are unable to offer refunds/duplicates on unwanted/lost tickets
	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 trail itself.
	Can you take dogs on the trail?	Guide dogs and registered assistance dogs are allowed within the Gardens. Other dogs are not allowed.
<b>Practical questions about the trail</b>	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?	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 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.
	Can I park at Dunham Massey?	Parking is available onsite. The cost is as per below:  National Trust Members Car Parking - £5.00  Non-Members Car Parking £6.00  We strongly advise you to book your parking at the same time as purchasing your tickets.
	How can I get to Dunham Massey?	Address: Dunham Massey, Altrincham, Cheshire WA14 4SJ By train: station at Altrincham (accessible by tram and train from Manchester Piccadilly Station and then approx. 10 min / 3 mile taxi journey By road: off the A56; M6 exit 19; M56 exit 7 By bus: from Altrincham and Warrington, stops at main gates
	Is there a dedicated drop off & pick up area?	Yes, the drop offer area is next to the entrance booth in the car park.
<b>How to get here</b>	What provision do you have for disabled guests?	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 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.  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).
<b>Public transport</b>	Do you have parking spaces for disabled people?	Yes, there are spaces available and these should be booked at the same time as you purchase your trail ticket.
	Is the illuminated trail accessible for wheelchair users?	The illuminated trail is approximately 1 mile in length.  The route is designed so that it can be viewed solely from tarmac flat paths, some interactive elements may invite the

		<p>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>
<b>Access provision</b>	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>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
	I note that there may be strobe lighting in the Illuminated Trail. Will there be white strobe lighting? Will it be possible to detour from the trail to avoid the strobe lighting and rejoin the trail further along?	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?	You are able to take photos and we encourage you to share these on twitter, facebook or instagram with the hashtag #christmasatdunhammassey
	What will happen if the weather is bad? Will the trail be cancelled?	<p>Inevitably bad weather can affect any open-air event. If we have to cancel the event as it unsafe to proceed, visitors will be offered an alternative date/time. No refunds will be offered simply if the weather is inclement. If the decision is to taken to cancel, it will be made at 2pm on the day and bookers will be notified by email. Ticket holders for the evening in question will be offered an alternative date/time. Customers will be contacted by their ticket agent with details of how to reschedule. Customers are advised to check the website: <a href="http://nationaltrust.org.uk/dunham-massey">nationaltrust.org.uk/dunham-massey</a> for the latest updates.</p> <p>If the event is cancelled by us due to bad weather and patrons are not able to attend an alternative night offered, then a refund will be considered on a case by case basis. If we are not able to offer visitors an alternative night, we can also offer tickets for the following year. Failing this, refund will be offered.</p> <p>Where a refund is due, the ticket must be returned within 28 days of the event due date. The transaction fee is not refundable under any circumstances.</p>

	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>
<b>Photography</b>	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.
<b>Cancellation / Inclement Weather</b>	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
<b>Sustainability</b>	Is it not quite wasteful having all these lights on at Dunham Massey at night? Is this illuminated 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><b>Christmas at Dunham Massey– Ecological Impact Statement</b></p> <p><b>Introduction</b></p>

Christmas at Dunham Massey 2017 is in its first year. This event 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 Visitors Centre. The event will run from 1<sup>st</sup> December 2017 until 30<sup>th</sup> December 2017 but will not be open every night. It is intended to open on non-consecutive nights during this period from 4.45pm until 10pm. Up to 4050 people per night are anticipated with arrivals staggered by timed entry tickets, 30 minutes apart to maintain comfortable spacing, each 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, this temporary event must be considered both from the standpoint of the National Trust itself and in relation to surrounding sites.

**Method**

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 eager to work 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 December, the 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 it is open for a maximum of five hours only each night, and with planned rest nights on three out of the four weeks of operation. These restrictions on the open nights and times will reduce any impacts upon wildlife particularly as evening 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 water in front of the Motor House and the open water behind the house are home to the following fish species; roach, rudd, tench, perch, crucian carp and two golden orf.

As part of the illuminated trail small water fountains will be placed on either side of the bridge walkway immediately in front of the Motor House, they will be on the surface of the water and will include coloured lighting and water jets. 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.

**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.

**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.

**Badgers**

		<p>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><b>Bats</b> The Park and garden has approximately six species of Bat, 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. Please see separate bat survey for further details.</p> <p><b>Overview</b> 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><b>Who is it organised by?</b></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>