

# Festival OF LIGHT

## Frequently Asked Questions Tickets



### 1. Do I need to pay to visit the Festival of Light?

Yes. Visitors must buy a ticket to enter the Festival of Light.

### 2. How much are tickets to visit the Festival of Light?

Tickets are £3 per person. Under 2's are free. When buying tickets online, discounts will be applied when you buy 3 or more tickets.

### 3. How do I buy a ticket to the Festival of Light?

You can buy tickets online via [www.christmasinsunderland.co.uk](http://www.christmasinsunderland.co.uk)

Under 2's are free but will require a ticket. Please ensure you select the free ticket option when booking.

A very limited amount of tickets will be available to buy each evening from Sunderland Museum and Winter Gardens. As soon as these tickets are sold out, entry to the Festival of Light will be via online tickets only.

We recommend that wherever possible, visitors book their tickets online and in advance to avoid any disappointment.

### 4. Why do I need to select an entry time when purchasing my ticket?

We ask visitors to select an entry time to help us manage the number of visitors coming into the event at any one time to ensure everyone has a comfortable and enjoyable experience.

If you try to enter at a time different to the one identified on your ticket, we cannot guarantee entry as that timeslot may be full.

Once in the event, there is no limit to the amount of time you can stay.

### 5. What does it mean if I cannot select my preferred entry time on the website?

This means that your preferred entry time is sold out and is no longer available and you will need to select a different time.

**6. Can I change my entry time once I have bought my ticket?**

No. We are unable to change your entry time so we ask visitors to consider this carefully before booking.

**7. Will I be able to gain entry to the event if I miss my selected time?**

No. In order to ensure all visitors have a positive experience, we ask that you arrive at the entry time stated on your ticket.

**8. Are group bookings available and are there any discounts?**

Yes. Group bookings are available and can be purchased online via:  
[www.christmasinsunderland.co.uk](http://www.christmasinsunderland.co.uk)

**9. Do carers require a paid for ticket?**

Yes. Only visitors under 2 years old are free of charge.

**10. Can I leave the Festival of Light and return on the same evening with the same ticket?**

No. Your ticket is only valid for the entry time stated. If you leave the park you will be unable to return so we ask visitors to consider their entry time carefully.

**11. If I want to come back for a second visit to the Festival of Light do I need to buy a new ticket?**

Yes. You will need to buy a ticket for each date and time you wish to visit.

**12. What do I need to show to gain entry to the Festival of Light?**

You will need to show your e-ticket on the screen of a mobile device or bring a printed ticket. All tickets will be scanned on entry.

**13. If the Festival of Light is cancelled by the event organiser can I attend on an alternative night?**

Yes. If the event is cancelled by the Event Organiser we will offer you an alternative date to visit.

**14. If I have purchased a ticket and I am then unable to attend, can I use my ticket on an alternative date or get a refund?**

No. All tickets purchased are valid for the date and entry time shown only. We are unable to offer refunds except when the event has been cancelled by the Event Organiser and you are unable to attend on the alternative date offered.

Please consider the date and time you wish to visit carefully before buying your tickets.