



WENTWORTH WOODHOUSE

• R O T H E R H A M •

A TALE AS OLD OF TIME FREQUENTLY ASKED QUESTIONS

TERMS AND CONDITIONS

Our standard conditions of entry are as follows. This is a paid event and the purchasing of tickets is deemed to legally constitute acceptance of them. These Terms & Conditions include but are not limited to:

SHOW DATES & TIMES

A Tale as Old as Time: Tuesday 28th November 2023 to Sunday 7th January 2024
House & Light Trail: Tuesday 28th November 2023 to Friday 29th December 2023
Light Trail Only: Saturday 30th December to Sunday 7th January

Sessions start every 15 minutes between 10.00am-3.15pm (last entry is earlier on Christmas Eve and Boxing Day).

Light Trail starts from 4.00-7.15pm

ARRIVAL

Please arrive in adequate time ahead of your entry slot to allow sufficient time to have tickets checked.

DURATION

We would recommend allowing approximately 45 minutes for the House only experience, 2.5 hours for the State Room & Light Trail experience, and 1.5 hours for the Light Trail only.

FOOD & DRINK

There will be a delicious selection of food and drink available for purchase after your experience out in the Gardens.

ACCESSIBILITY

This event is a magical self-led walk-through experience through a historic Grade I listed building, which does include stairs and uneven floors. As such, this experience is unfortunately not suitable for wheelchair users or guests with limited mobility. However, the Light Trail in the Gardens is fully wheelchair accessible.

Only assistance and support dogs are permitted on site throughout the experience.

PUSHCHAIRS

Pushchairs are not permitted on the route within the House, but can be safely left in the buggy parking area in the Pillared Hall. Please make sure young infants can be carried in arms or carriers if attending. Please note, belongings are left at the owner's risk and Wentworth Woodhouse cannot be held responsible for any damage or theft. Pushchairs are permitted in the Gardens for the Light Trail experience.

TICKETS

Tickets should be booked in advance.

Please note, there are different tickets for the different experiences, please check carefully when purchasing your tickets which option you have selected:

- House Only
- House & Light Trail
- Light Trail Only

In order to manage capacity, all free of charge tickets must be booked along with any accompanying adults. Free tickets are available for:

- Under 2s
- Accompanying Carers (valid with the purchase of a full price ticket, carer ID must be shown upon entry)

Due to high demand, tickets are non-refundable and not transferable.

If Wentworth Woodhouse has to cancel the event before the advertised start time then full refunds, minus the booking fee, will be offered.

GROUPS

Group Tickets can be booked for House Only, House & Light Trail and Light Trail Only experiences:

- A 10% discount is available for groups of 10-14 people – please email info@wentworthwoodhouse.org.uk to make a booking.
- A 20% discount is available for Groups of 15+ – please email info@wentworthwoodhouse.org.uk to make a booking.
- Please note that group tickets must be paid in full at the time of booking.

MEMBERSHIP DISCOUNTS

- My Wentworth, National Trust, Historic Houses, RHS and ArtFund members are not entitled to discounted or free entry as part of the *A Tale as Old as Time* experience.

PARKING

Wentworth Woodhouse is located off the B6090 in Wentworth, Rotherham. Please use postcode S62 7TQ for directions. Our What3words are: [///botanists.linked.synthetic](https://www.what3words.com/#!/en/@@@botanists.linked.synthetic).

There will be plenty of car parking on site, please follow the signs for Visitor Parking and comply with any directions given to you by a member of staff.

Blue Badge parking is available on the day of the event and located nearer the House entrance – please bring your badge and display it on your dashboard.

Please note, exit for the Light Trail will be via the Stable Block from which there will be a short walk back to the car park.

ARRIVAL TIME

Please arrive at the East Front Entrance (follow the signs) 15 minutes in advance of your ticketed entry time. For example, if you are booked for 11.00am please be ready and queued at the East Front by 10.45am.

Please ensure you have booked the correct date and time; unfortunately, we will not be able to move any bookings once they have been made. Travel times should be taken into consideration as tickets are non-refundable and non-transferable.

WEATHER

The House event is indoors so will go ahead in all weathers. However, please wear appropriate footwear and clothing for the Light Trail, the walk from the car park and along the route. Due to the historic nature of the house, there are uneven surfaces and steps along the route. Stiletto heels and metal heels are not permitted.

Please be aware external paths are uneven in places and may be slippery underfoot in poor weather, so please wear suitable footwear.

COVID-19 SAFETY MEASURES

At the time of writing, the UK Government has lifted all Covid-19 restrictions. However, it is important to us that guests feel safe in the event of changing circumstances.

Group sizes will be kept to a maximum of 32 guests per 15 minutes to comply with previous restrictions. Each room is large enough to accommodate the limited capacity and ensure each visitor or household group has room to observe social distancing rules should they be re-introduced.

PLEASE NOTE

To ensure everybody's enjoyment of the event, visitors are requested not to bring their own food and drink (including alcohol) to the event, unless in the case of severe life-threatening allergies.

We reserve the right to refuse admission or to eject a ticket holder for inappropriate or unacceptable behaviour. Abuse towards staff or volunteers will not be tolerated. Anyone found to be partaking in anti-social behaviour, undertaking actions that may cause harm and distress to others, or actions that may lead to compromising the event or safety of others in any way, will be asked to leave the site.

Children under 16 years of age must be accompanied by a paying parent or guardian over the age of 18 at all times. Children under 2 may enter for free when accompanied by a paying adult.