

## **FREQUENTLY ASKED QUESTIONS- THE SNOW QUEEN**

### **ABOUT THE EXPERIENCE**

#### **What does the experience include?**

This self-led experience will take you on a magical journey around the State Rooms of the House, exploring the Snow Queen fairytale. Each room will be dressed allowing visitors to experience the spaces as never before.

#### **How long does the experience last?**

We anticipate that the House experience will last approx. **45 minutes**, however, this is not time limited, and you are able to experience the house at your own pace.

Please allow additional time if you chose to visit the Butler's Pantry Café or Library Lounge!

#### **How many people will be in my group?**

There is the maximum of 45 people allowed per experience slot. During the Relaxed Openings, there are 20 people per experience slot.

#### **Is the event indoors?**

Yes, the Snow Queen experience takes place in the State Rooms at Wentworth Woodhouse.

#### **Is there a Light Trail?**

This years' experience takes place in the State Rooms at Wentworth Woodhouse. We have chosen this year to enhance our indoor experience, which enables us to weather-proof the event.

#### **Does the event include Father Christmas?**

The experience is self-led and has no interactive performers. Santa will not be joining us this year as he is too busy getting ready for Christmas!

#### **Can I take photos on the experience?**

Yes, of course! You are very welcome to take pictures, and we encourage you to share them on our social media channels. Please help us keep the magic alive by not filming or recording the experience.

**Do we need to bring anything with us?**

Just bring your email with the booking confirmation on it and your festive cheer!

**ARRIVAL****What time should we arrive?**

Please arrive at Front of House 15 minutes before your booked, timed session. For example, if you are booked for the 11.00am session, please arrive no later than 10.45am. This is to ensure that each session runs to time and that we can check guests in as quickly as possible.

Please ensure that you are on time for your booked session. Late-comers may not be able to join their booked time slot. We will try wherever possible to accommodate your group onto the next available session, but we can't guarantee that this will be possible due to the popularity of the event.

Top tip! Double check your booking confirmation before you leave, to ensure you have booked the right date and timed session!

**Where do we go on arrival?**

Upon arrival, please follow the signs for the Visitor Parking. At peak times, our carparking stewards will be on hand to help you find a parking space. Once parked up, please follow the path and signs and make your way towards the East Front Entrance (main entrance) where a member of our Welcome Team will greet you. Please have the QR code on your e-tickets ready.

**How do I get to Wentworth Woodhouse?**

We are located just off the B6090 in Wentworth village. Please use the postcode S62 7TQ. Enter the site via the main gates and along the main drive, following signs for Visitor Parking.

For more information on how to get to us, visit:

<https://wentworthwoodhouse.org.uk/your-visit/access-for-all/>

**What car parking is available?**

Complimentary parking is available in the main visitor car park. At peak times, parking attendants will help you to find a suitable parking space. It is a 5 minute walk to the front of the House, which is well-lit and signposted.

## **ACCESSIBILITY**

### **Is there blue badge or accessible parking?**

Yes, blue badge parking is available and will be signposted. Please bring your badge and display on your dashboard.

### **Is the experience suitable for wheelchair users or those with access needs?.**

The Snow Queen experience takes place on the Ground Floor and First Floor. There is ramp access to the ground floor of the House.

Due to the age and nature of the House, there are some uneven surfaces. The Snow Queen experience involves walking between rooms and navigating staircases (up and down).

A temporary lift (available until 31 December 2025) provides access to the first-floor State Rooms and exhibition space for visitors with mobility impairments. A staff member or volunteer will accompany visitors using the lift. Please note, there are limits on the number of mobility-impaired visitors upstairs at one time for safety reasons, which may result in a short wait.

Only assistance dogs are permitted inside the main House and event route.

If any of your group have specific requirements to better enjoy the experience, please email [info@wentworthwoodhouse.org.uk](mailto:info@wentworthwoodhouse.org.uk) or call 01226 351161 and the Bookings Team will do their best to help you.

### **Can I bring a pushchair?**

Pushchairs are not permitted along the experience in the House. There will be a dedicated buggy park within the House. Please note that Wentworth Woodhouse is not held responsible for any valuables and damages, so please ensure you take all your valuables with you.

### **Will there be any quieter or more relaxed sessions?**

On select dates, we are offering a more relaxed visit. These sessions are aimed at visitors who may seek a quieter experience, with less light, sound and with a smaller group size.

They will take place from 10am to 11am on:

- Wednesday 3 December
- Friday 5 December
- Tuesday 9 December

**Will there be strobe lighting?**

There will be some 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 alongside the 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.

**Are there seats on the trail?**

There is limited seating on the trail. We encourage you to take the time you need to complete the route.

**I am coming with my carer, do I need to buy them a ticket?**

Visitors with disabilities may bring an accompanying carer free of charge when paying for a full-price ticket. Carer tickets must be pre-booked online. Supporting documents may be required at the entrances. This includes proof of

- Proof of Disability Living Allowance
- Proof of Attendance Allowance
- PIP letter
- Access Pass
- Disabled Person's Railcard
- Max Card

**FACILITIES****Will there be food and drink available to purchase?**

If you would like to extend your visit, a range of hot and cold drinks and seasonal snacks will be available from the Library Lounge and Butler's Pantry Café. You'll find the seasonal opening times for the catering outlets on our website, as we approach the event:

Butler's Pantry Café : <https://wentworthwoodhouse.org.uk/whats-on/butlers-pantry>

Library Lounge: <https://wentworthwoodhouse.org.uk/whats-on/the-library-lounge/>

**Can I bring my own food and drink?**

No, you cannot bring your own food and drink. Food and drink cannot be consumed on the Snow Queen experience and is not allowed in the State Rooms.

**Will the Gift Shop be open?**

Our Gift Shop will be open from **10.00am-7.30pm** to get those last-minute gifts and stocking fillers; selling a range of books, toys and locally sourced gifts, including our limited-edition Black Diamonds Gin.

**Can I bring my dog?**

Only assistance dogs are allowed on the Snow Queen experience.

**Are there toilets?**

Toilets are located in the House. There are also accessible toilet facilities.

**TICKETING****Do I have to book in advance?**

Yes. We recommend that you book early. Each timed entry has a limited capacity, and the early evening and weekend slots are likely to sell out fast.

**What do I do if I lost my email with my ticket confirmation on?**

Don't panic! We can find your booking by searching for the name of the person who booked the tickets and their email address. We will need to see ID that matches the name of the lead booker.

**What happens if the Snow Queen experience is cancelled?**

In the unlikely event that we are forced to cancel, the decision will be made as early as possible.

You will be informed of cancellation via email and will also be sent an email outlining the options available to you.

**Can I get a refund or change the date of my booking?**

All tickets are strictly non-refundable and non-transferable.

**DISCOUNTS****What discounts are available for My Wentworth members?**

As a membership benefit, My Wentworth Members can receive free tickets to the Snow Queen at off-peak times. Any non-member guests are to purchase full-priced tickets, this includes those aged 3-16 years old.

Off-Peak Times are 10.00am-3.45pm

Peak Times are 4.00-7.00pm

The following days are not included in this offer

- Saturday 6 December
- Saturday 13 & Sunday 14 December
- Saturday 20 & Sunday 21 December
- All days in week commencing Monday 22 to Wednesday 24 December

A ticket for free entry **MUST** be booked online in advance and your My Wentworth pass must be shown on arrival for each ticket - failure to do so may result in a full price charge on the day or refusal of entry.

**Are any other discounts available?**

No other discounts are available for the Snow Queen experience.

**GARDEN**

**Will the Garden be open during the Snow Queen experience?**

Yes, the Garden will be open as usual during the Snow Queen experience. You will only be able to visit the Snow Queen experience with a valid ticket.

**BUTLER'S PANTRY Café**

**Will the Butler's Pantry Café be open as normal during the Snow Queen experience?**

Yes, Butler's Pantry Café will remain open. Please be prepared for higher visitor numbers than usual during this period.

**NEED MORE HELP?**

If you have any further queries relating to ticket bookings, please email [info@wentworthwoodhouse.org.uk](mailto:info@wentworthwoodhouse.org.uk)