This Christmas, we are extremely excited to be welcoming back Father Christmas and his team of naughty but nice Elves to The Lost Gardens of Heligan; he did so enjoy meeting you all last year!

You and just your family group will arrive at Heligan and should sign in with our ticket office team to confirm you have arrived. You are welcome to arrive at Heligan at any time prior to your booking, so to enjoy other festive experiences at Heligan and within The Gardens. After your experience, you may remain in the gardens as long as you wish, but please note we close The Gardens at 4pm.

For ticket holders to the early evening Father Christmas Experiences (4pm-7pm), there will sadly not be an opportunity to explore the Gardens after your experience and you will be invited to follow our beautiful lanterns and a cheeky elf, to exit The Gardens after your visit to Father Christmas.

We recommend you allow at least 20 minutes to make your way from the ticket office to the start of your Father Christmas experience. Don’t forget to stop off on the way to write your letter to Father Christmas and to post your wishes to him from The Melon Yard. He looks forward to reading these!

This year, we will invite you to head to the Festive Reserve Yard for the start of your Christmas experience, where you and your family bubble will be welcomed by the naughty but nice Elf Team who will ensure you get into the Christmas spirit; with music, games, toasted marshmallows over the fire and warming festive refreshments.

All this before you are escorted by the Elves to meet Father Christmas in the magical cosy setting of the Head Gardener’s Office.

This year, you will enjoy an extended visit with Father Christmas of 10 minutes, to ensure he gets to hear all about your year, your hopes for the future, and your wishes for Christmas. He has some magical stories of his own to share with you too!

Each child will be gifted a small, exclusive Heligan Children’s collectible gift.

Children must be accompanied by an adult. Due to the unique cosy setting we can only accept bookings with a maximum of two adults per booking. We ask these adults to wear face masks within this setting please.

**Key Information:**

**Opening hours**
The Lost Gardens of Heligan is open 10am – 4pm. Tickets purchased for experiences between 4pm-7pm, do not include access to the wider Gardens and Estate. The route of your experience will be lit by lanterns to ensure a magical and safe route.

You are welcome to arrive at any time during your booked day, to explore and enjoy the Gardens, Unless your ticket is for a time between 4-7pm. However please do not arrive at the Reserve Yard prior to your pre-booked time slot, as you will not be granted entry.

**Arrival and Parking**
We have ample accessible car parking bays, which are within the Main carpark, which is hardstanding. The Field Car park has hard Chipping and some grass. Parking is free.
Toilets
Main toilets are located at the entrance which include baby changing, family room, accessible and Changing Places facility. We recommend making use of these upon arrival.

Male/ Female, Baby changing and accessible toilets are also available at The Steward’s House from 10am-4pm daily.

Hand sanitisation points can be found in locations across site for your use.

Food and Drink
Heligan Kitchen is open 9.30am – 4pm daily.
Hearty breakfasts, Seasonal lunches, hot and cold drinks, barista coffee, selection of cake and sweet treats. All dietary requirements are catered for, please speak to member of the Catering team.

Within the Festive Reserve Yard, The Heligan horse box will be serving hot chocolate, warming spiced mulled apple and delicious festive sweet treats, along with marshmallows for toasting on our festive fire pit. This is exclusively open only to Father Christmas experience visitors, prior to their meeting with Father Christmas.

*please note we are working hard to ensure we follow all up to date government guidance and so refreshment detail may be subject to change.

Welcome
Our ticket office team look forward to welcoming you.
Please have your Father Christmas Experience confirmation email or booking reference ready to be checked off by our Ticket Office team. Plus, your valid garden entry such as Locals’ Pass, Heligan Membership card or combination.

If Heligan is not familiar to you then we recommend you take a photo of our site map, which can be located at The Garden entrance and the ticket office, or downloaded from our website Heligan.com

Access information
For full access information, please refer to our accessibility page on our website www.heligan.com
The route to arrive at the Father Christmas Experience will take you along natural paths and is the flattest most accessible route through the Garden. The paths are fairly wide and are made from compacted path material, though sometimes the paths get worn and scoured in the rain creating uneven surfaces.

The route will lead you from the Ticket Office through the Gardens, to the Melon Yard where you can ‘Write your letter to Father Christmas’. Then will lead you to The Festive Reserve yard where you will begin your experience.

You will be walking approximately 10 to 20minutes (depending on the length of little legs!) from our Ticket Office through the Gardens to get to The Festive Reserve Yard.

Additional safety information
The Lost Gardens of Heligan, and our staff, are working hard to ensure the safety of you and your family throughout the Corona Virus pandemic. This means adhering to government guidelines on social distancing and the use of masks, where applicable. Any visitors found intentionally disregarding these safety measures will not be allowed to continue with the Father Christmas Experience and refunds will not be offered. We thank you in advance for your cooperation.

Please ensure that you book the correct time slot. We will not be able to adjust booking times on the day. Please ensure that you have booked the correct quantity of tickets that you need. Additional tickets will not be able to be purchased on the day.

All children must be accompanied by an adult throughout the Father Christmas experience.

Please note that you can bring an under one-year-old free of charge, but they will not receive a gift or take part in the activities unless a child’s ticket has been purchased for them.

We reserve the right to refuse entry if you do not turn up on time or have not pre-booked your Father Christmas Experience.

A maximum of 2 adults can attend per booking. This is to ensure your family’s safety and the safety of Father Christmas and his Elves during the Corona Virus pandemic. Adults will be required to wear masks when meeting Father Christmas in the Head Gardener’s Office.

Father Christmas will not be wearing a mask, to ensure the experience remains special, but will be adhering to strict social distancing guidelines when meeting your family. Father Christmas is still happy to have his photo taken with your children, however he will be adhering to social distancing measures throughout.

Please be reassured that any touch points and areas of high traffic will be thoroughly sanitised after each family’s visit.

The Heligan Father Christmas Experience will involve a proportion of time outdoors. Please pay attention to the weather prior to your arrival and dress appropriately.

Although Heligan is dog-friendly, dogs will not be able to enter the Father Christmas experience and will have to remain outside accompanied by an owner. Please ensure you bear this in mind if bringing your dog on the day.

**Additional specific enquiries**

If you listed any special requirements within your booking, our team will have been made aware of this and will do their best to meet your needs wherever possible.

Please contact our Reception team if you wish to discuss your booking by Telephone 01726 845100 option 6, or email enquiries@heligan.com.

The Heligan Team looks forward to welcoming you this Winter.