

Heligan Night Garden 2021

FAQ'S and terms & conditions

This Winter we invite you back to enter The Heligan Night Garden to explore an enchanting lantern experience set amidst the atmospheric Lost Gardens.

Explore the Gardens as they are beautifully lit by a variety of traditional paraffin lanterns and discover a breath-taking display of flora and fauna lanterns, illuminated within Heligan's much-loved and iconic locations.

This year, The Lost Gardens are thrilled to once again be working with the Liverpool Lantern Company, a leading UK outdoor arts organisation, which works locally, nationally and internationally, bringing artists and communities together to create spectacular illuminated installations, ranging from intimate encounters to large-scale mass participatory events.

Following an extended 1.5km one-way journey around our accessible Gardens, the Heligan team will direct you to discover nature in a celebration of the wildlife that make Heligan their home all year round. Explore at your own pace, stop to take in the smells, toast complimentary marshmallows and savour roasted chestnuts by our stunning fire bowls, meet the donkeys (All dates from 18th December only), be wowed by our glittering oak tree, and enjoy seasonal warming take away refreshments amid a truly festive backdrop for your evening. This is a timeless experience to be enjoyed by young and old alike and all tickets must be pre-booked, online and in advance.

Choose your entry time, entry slots are every 10 minutes. We strongly advise you arrive on time. Remember, if you miss your slot your tickets are non-transferable and non-refundable.

The route will take 1 hour approximately to complete, depending on how fast you travel and how long you dwell along the way!

We expect the magic will make you want to walk the route more than once, which is encouraged. However please do so with respect for others.

The Heligan Night Garden is an outside experience and so we suggest sturdy footwear, torches, and appropriate dress for the Cornish weather. The route is suitable for wheelchair users and pushchairs. It is not recommended to bring dogs to this event. All children must be accompanied by an adult who always takes full responsibility for the safety and behaviour of their child.

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Frequently Asked Questions

Where does the experience start, and what is the route?

The experience starts at the ticket Office at your pre-booked entry time. Please have your tickets and reference number ready to present to our team.

The trail will lead you on a one-way route around The Northern Gardens and then down passed the paddocks to the BBQ area, before returning to the productive and ornamental gardens to complete the trail. Visitor groups will enter the gardens at 15-minute intervals to enable safe and spacious exploration. Please arrive on time and please respect each other's space as you enjoy your evening.

Are there any Health and Safety rules I should know about?

In order to ensure your own safety (and that of other visitors and staff), all visitors must arrive at the ticket office at their designated pre-booked entry time. We advise all visitors remain on the clearly always marked route. Children and vulnerable adults must be closely supervised.

We ask all visitors to remain covid courteous whilst on The Heligan site and the wearing of masks is recommended within covered areas. Hand sanitizer can be found at regular intervals. One-way systems are in place to enable safe social distancing. We will follow all government guidance and any regulations recommended or enforced. Please see our website for any changes.

Heligan Night Garden takes place in Winter after dark in a country estate setting. Areas which are not part of the experience and clearly defined route will have potential trip hazards and risks to health and safety, which may be difficult to see during the times of the event and must not be explored.

There are elements of fire within the route and although stewarded, please ensure you and any children keep at a safe distance.

Some low rhododendron branches will be lit but do mind your heads in these areas.

There are 4 ponds on the route. These will be stewarded but please refrain from stepping into these ponds and adults must always supervise children in these areas.

Conditions on the route will be continually monitored by staff, but we remind visitors that the event takes place after daylight hours in an outside, country setting during winter, so please exercise caution when attending.

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All stewards are visible with high vis jackets, radios and torches and will be happy to assist you with any concerns. Full first aid provision is on site.

What are the route start times?

In order to ensure that Heligan Night Garden can be enjoyed by everyone, and to allow all visitors the time, space and distance to enjoy the experience, it will run with strictly upheld fixed-time entry slots, starting from 4:30pm onwards. These must be booked in advance of arrival at the gardens. Tickets will not be available to be purchased on arrival.

Due to Covid-19, and to ensure all visitors are given equal time and space to enjoy the experience, we will also be limiting the number of tickets allocated per time slot. We would therefore ask that all visitors arrive on time for their allocated booking, but not in advance.

Where last entry ticket is at 7.30pm the gardens will close at 9pm. Where last entry ticket is at 8.30pm the gardens will close at 10pm.

I am visiting Heligan during the day, do I need to leave before entering Heligan Night Garden?

All visitors with Heligan Gardens Day entry tickets will need to buy separate tickets to enjoy the Heligan Night Garden experience.

All visitors with a valid daytime entry ticket will be asked to leave the gardens when they close at 4pm, even if you hold a valid evening ticket. The Heligan kitchen remains open daily until 4.30pm where visitors are welcome to reside when you leave the gardens, awaiting the Heligan Night Garden to begin.

How do I book?

The weather is forecast to be bad on the night of my booking and I no longer want to come. Can I turn up on another night?

In a word, no. We will not issue refunds or transfers for visitors who make the decision not to attend due to unfavourable weather conditions. We would ask that all visitors instead dress appropriately for the forecast weather conditions on the day. Tickets are non-refundable and non-transferrable, and this is clearly stated on our bookings page and terms and conditions. Should the decision be made to cancel the event on any given day due to severe, inclement weather conditions, a full refund will be provided.

When should I arrive?

Please arrive no more than 10-15 minutes before your start time. You will need no more than 15 minutes prior to your booking time. Free car parking is provided along with accessible parking. We ask that you do not arrive before this due to limited space at our ticketing office

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which will prevent effective social distancing. We will not be able to admit you prior to your allocated time slot.

What are the prices for Heligan Night Garden?

All ticket prices are listed at Heligan.com
A 10% discount is offered to all Heligan members

Are dogs allowed on the trail?

We do not recommend you bring dogs to this event, due to installations which contain fire, bright lights and for the consideration of other visitors at the event. Guide dogs and registered assistance dogs are of course permitted.

Can I get refreshments?

Enjoy seasonal food and drink favourites from our Heligan arrival Takeaway and Estate BBQ outlets. Festive treats to include Gingerbread Latte's, Boozy Hot Chocolates, toasted chestnuts, Hot Pork Buns with apple sauce, Festive Cakes and Mulled Wine!
Plus, complimentary marshmallows to toast on the fire!

Are there toilets on the trail?

Of course! Our main toilets, including baby changing, family room, accessible toilets and changing places are situated at the main entrance. Further toilets are sign posted at the BBQ area, approximately halfway around the route.

Is the route dark or covered?

As part of the experience, many areas will be dark as the event takes place outside, after daylight hours. We strongly advise you bring torches, and dress appropriately for the ever-changing Cornish weather to include sturdy footwear for the garden paths. The route is outside and not under cover. However, there are covered areas to sit and enjoy festive refreshments, including within the Reserve Yard and the BBQ area. Numerous fire pits along the route will provide welcome warmth should you wish to stop a while and enjoy.

What provisions are in place for guests with mobility restrictions?

Accessible parking, accessible toilets and changing places are available on site, and all food and drink outlets are accessible. Wheelchairs are available for use on your visit, please request these on the night via a Heligan Welcome Steward or at the Ticketing Office. Mobility Scooters can be pre-booked in advance via Heligan Reception. Please note we have limited numbers of these, and they are booked out on a first-come, first served basis. Heligan Night Garden is an outdoor event which takes place after dark on a working productive gardens and estate. We appreciate our visitors are best placed to assess their own abilities

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and would suggest you visit our Garden Access Guide at Heligan.com or contact Heligan reception on 01726 845100 if you have any specific questions.

Are Heligan supporting any charities in 2021?

From 1st January 2022 we are proud to support Children's Hospice Southwest and Little Harbour. We will be raising money through ticket revenue and donations on New Year's Day 2022 and through additional events throughout the year. Please visit Heligan.com for more information.

Light Pollution and Noise Pollution

The route will be architecturally lit by experienced lighting designers who have developed sensitive ways of working in heritage and landscape settings. Responding to the natural darkness of the site is a key element of the event. We try and avoid continuous lighting of the route and make use of low-level lighting in order to make it a safe experience.

Heligan is a working garden and farm park. We strongly consider our own resident animals as well as our abundant natural wildlife when designing the event. The event will finish at 9pm to prevent disturbance to any daytime nesting or nocturnal creatures. There is no noise pollution over and above the natural sound level created by the presence of visitors on the route.

Bad weather

We regularly observe the weather forecast to ensure the event can safely be experienced. If the weather should reach extreme levels, we will cancel the event and this would be advertised on our website. On this occasion all tickets would be refunded by our Team. Refunds will only be offered where the event has been cancelled and not under any other circumstances.

Ecology

In order to assess the impact of this event both a desk study and field studies are undertaken. The route is walked and checked on a regular basis by Heligan staff throughout the event. Visitors will stick to paths and not venture into lawned, or wild areas.

The duration of the event spans late November to early January, the time of year where there is least wildlife activity. Many protected species such as bats are hibernating, and we do not impact on known nesting areas.

Complaints

We dearly hope that Heligan Night Garden is a satisfying experience for all our visitors, and we strongly recommend you thoroughly read all our Terms and Conditions and FAQ's prior to

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booking tickets. However, if we have failed to meet your expectations, please contact Heligan Reception via email at enquiries@heligan.com where we will do our best to resolve your issue.

AOB

If this information has not given you the answer to your specific question, please contact Heligan Reception at enquiries@heligan.com.