

The Lost Gardens of Heligan November 2020 Key Information

Key Information:

We are pleased to announce that The Lost Gardens of Heligan are now open once again. To enable us to open and to help with the ongoing fight against COVID-19, we have implemented essential measures across site to keep our visitors safe and ask that all visitors take the time to read this key information sheet.

Opening Hours

The Lost Gardens of Heligan are open Wednesday - Sunday from 10am – 4pm.

Pre-booked garden entry tickets are available from 10am-2:30pm.

Exclusive early access is available for our Heligan Members. Please visit the Membership pages of Heligan.com for further information.

Ticketing

Each visitor is required to pre-book tickets online through www.heligan.com. This includes Heligan Members and Heligan Local Pass Holders.

Tickets for November are now on sale and we ask that you book a time slot for your visit to help us maintain social distancing.

Please ensure that you print your tickets and can present your tickets on your mobile device or make note of your unique ticket reference number.

Tickets are non-transferable and must be presented at point of entry within the Ticket Office.

Arrival and Parking

We request that you park within our car park, giving one car distance space between yours and the neighbouring vehicle wherever possible.

If you are early for your garden entry time, please remain in your car until your reserved time slot or please feel welcome to stretch your legs in our main and field car park.

You will be greeted by a member of our team here and any remaining questions or enquiries can be made.

Welcome and Entrance to The Lost Gardens of Heligan

Please make your way to the Ticket Office at your garden entry time slot and not before.

You will soon notice and be directed to 'keep right' on the paths that lead to the ticketing area.

We have social distancing measures in place throughout the whole site and these will be marked out for you to enable safe access to the Ticket Office.

Please note that Heligan Reception is currently closed, and we ask all visitors to make their way to the Ticket Office.

You may only enter the gardens through our Ticket Office, please have your Heligan entry ticket or confirmation email ready to be checked off by our Ticket Office team. If you are a Heligan Member or Heligan Local Pass Holder, please ensure that you have your membership cards with you also.

Please do not be alarmed by the barriers in place within the Ticket Office, our team are delighted to see you. The safety of our team and our visitors is our priority and so measures have been implemented to support this.

We ask that you follow the signs, arrows, and instructions as you move around The Gardens, which will be new to our regular visitors. Some parts of The Gardens are now operating a one-way access system, some working garden buildings remain closed and The Jungle boardwalk is to be explored in an anti-clockwise direction.

As this is an outdoor experience please dress for the Cornish weather and wear sturdy footwear. Our paths are wide and gently sloping but steep in places, alternative accessible routes are provided and detailed on our maps and signage. Please note we have no undercover areas currently available.

We recommend that you take your time, enjoy this outdoor garden experience, dwell, sit, listen, and take a moment to reconnect with nature.

The route through The Gardens, Jungle and Estate should take on average 2 hours, but with building in moments to savour, this of course depends on each individual visitor.

Toilets

Our main toilet facilities are located at the entrance which include baby changing, family room, accessible and Changing Places facility.

Some cubicles and sinks are closed to support social distancing and we ask all visitors to be respectful of others whilst using and waiting for use of the facilities.

Food and Drink

The Heligan Kitchen is currently closed in line with the government restrictions however light refreshments can be enjoyed from our takeaway in the Covered Area.

All dietary requirements are catered for where possible. Please speak to a member of the Catering Team about any requirements you have.

Heligan Shop

The Heligan Shop will be closed throughout lockdown.

Access information

For full access information, please refer to our Accessibility page on our website www.heligan.com

Our paths are suitable for buggies and wheelchairs. Where the main route becomes inaccessible, an alternative accessible path will be provided, that will re-join the main route.

Additional information:

Personal Assistants:

The cost of admission includes free entry for one personal assistant, for those requiring help during their visit. Please ensure that all personal assistants have pre-booked their free tickets.

Dogs

Dogs on short leads with well-behaved owners are welcome to the Gardens but please do be mindful of our new-born livestock grazing the Estate.

Dogs must not be left in vehicles at any time. Dog refreshments and dog poo bins are provided across the site.

Litter

We kindly ask that you love the Gardens and Estate as much as we do and take your litter home, please leave us only your footprints. Thank you

Additional specific enquiries

If you have any additional enquiries, please contact our Reception Team on 01726 845100 selecting option 6, or email enquiries@heligan.com

Terms and Conditions

Full terms and conditions can be found within the ticketing pages of www.heligan.com

We look forward to seeing you again soon.