

## **Meet Santa at Llanelli Wetland Centre FAQs**

### **Where do we Meet Santa?**

Santa and his elf will be waiting to meet families in his grotto in the Heron's Wing Hide. The hide is a 5-7 minute walk from the main visitor centre and signs will help direct you to the hide if you are unfamiliar with the site.

### **Accessibility**

The full route from the car park to the grotto is accessible and step-free. The Heron's Wing Hide has two accessible toilets available within.

### **Wait times**

Please arrive in good time for the start of your appointment window. We don't anticipate a significant wait, but please be prepared to wait for up to 10 minutes to meet Santa. There is a small covered waiting area within the hide entrance and toilets available.

Each family will have 5 minutes to chat with Santa (in English or Welsh) and take photos.

### **What is included in my Meet Santa ticket?**

- an exclusive appointment with Santa for your family
- a uniquely peaceful setting - perfect for children with additional needs
- talk to Santa in your preferred language, Welsh or English
- a quality gift
- plenty of time for photos

### **What is not included in my Meet Santa ticket?**

Please note that the Santa ticket covers entry for the meeting with Santa only. General admission can be purchased separately if you're not a WWT member and would like to explore the wetlands on your visit. Under 4s are always free.

Winter is a wonderful time to visit the wetlands, with lots of visiting wildlife and seasonal highlights. We've got lots happening for families in addition to our Santa event, including wildlife activities and talks.

You don't need to pay for general admission if you're only coming to meet Santa and his elf.

### **When is it?**

Saturday 30 November, Sunday 1 December, Saturday 7 December, Sunday 8 December, Saturday 14 December, Sunday 15 December, Saturday 21 December, Sunday 22 December.

### **What time does the event start and finish?**

12 noon until 2pm on each of the above dates.

### **Will other families be in the grotto when I visit Santa?**

You will meet Santa one-to-one with your family/party. There will be other families within your time slot in the waiting area, but numbers are limited.

### **How do I book?**

Please visit <https://www.wwt.org.uk/wetland-centres/llanelli/whats-on/events/meet-santa> to book online.

### **Can I turn up on the day and buy a ticket?**

No, you will need to book your Meet Santa ticket in advance on our website so we can manage wait times, gifts, and make sure everyone gets their special time with Santa.

### **Do I have to pay for parking?**

Parking is free and disabled parking is available close to the centre entrance.