

Breakfast With Santa 2024

Frequently Asked Questions

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The Event

What is Breakfast with Santa?

Breakfast with Santa is a package of activities, which includes a visit to Santa's Grotto where you and your child or children can meet Santa and receive a gift from him. You also receive a full English breakfast in our Kingfisher Kitchen, fully decked out for the holidays. There will be additional festive activities throughout the centre.

If you are not a WWT Member, you must purchase an admissions ticket for each member of your party in addition to your event ticket.

Non-WWT member children will need an additional admissions ticket alongside their event ticket.

Those purchasing members' tickets must hold an active membership and be named on the membership.

All adults attending the event with their children will need to purchase both an event ticket (all adults) and admissions ticket (if not a WWT Member).

Full details and all ticket prices can be found further down this FAQ sheet.

When is it?

On Saturday 14th, Sunday 15th, Saturday 21st, Sunday 22nd and Monday 23rd December 2024.

Where does it happen?

The main event will be in Santa's Grotto which will be in the Pond Zone of the centre. There will be other activity stations throughout the centre which will run at various times throughout the day. Breakfast will be available in the Kingfisher Kitchen.

When should I arrive?

We can be very busy in December so we recommend arriving onsite at least 30 minutes before your timeslot to make sure you have checked in and are at the Grotto on time to see Santa. The timeslot on your ticket refers to seeing Santa, not entry to the site or your breakfast.

Will I have to pay admission to the centre as well as the Breakfast With Santa tickets.

Yes.

- If you are **not** a WWT Member, please purchase an additional admissions ticket.
- If you are a **Boundless Member**, your Boundless membership applies. Please book your admission tickets separately via <https://www.wwt.org.uk/wetland-centres/tickets/corporate-partners/boundless/>. Then book your Breakfast With Santa event tickets via the Breakfast With Santa booking page. You will need to show your

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Boundless membership card and ID on arrival. Any additional adults or children over and above your Boundless membership will need to purchase an event ticket and an admissions ticket.

- If you are a **WWT Member**, you will only need to pay for the Breakfast With Santa event (including any breakfast event tickets for the adults, or for children not seeing Santa). You will need to show your WWT membership card on arrival at the admissions desk, along with your Breakfast With Santa tickets.

Please see full section below on all the ticket prices.

Please note that all adults attending the event with their child or children must pay for an event ticket. If you are not a WWT Member, you will also need to purchase an admissions ticket. Please see the table below for the full price breakdown.

What if I have SENS requirement?

Please email us at events.slimbridge@wwt.org.uk or call 01453 891900 (Monday-Friday. 9.30am – 5pm) to book in to our special quieter SENS sessions.

Santa's Grotto

Will I get to see Santa straight away at my time slot?

Our elves will try to get you to meet Santa as soon as possible but you may need to wait in the Pond Zone waiting area for up to 30 minutes. This waiting area is outdoors so please ensure everyone in your group is dressed appropriately to wait.

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

You will meet Santa one to one with your party. There will be other families within your time slot in the Pond Zone waiting area.

Do I need to pay for additional Christmas activities?

All our additional Christmas activities are included in your Breakfast with Santa ticket. We will update the additional activities on our website leading up to the event.

Breakfast

When do I get my breakfast?

Make sure to check in with the admissions team upon arrival who will check your booking and direct you to the Grotto. We will have prepared a table for your family/group immediately after your visit to Santa's Grotto so head to the Kingfisher Kitchen straight away after seeing Santa.

Will I be sat with people not from my family/group for Breakfast?

No, your family or group will have your own table reserved for immediately after your visit to Santa's Grotto. If you need to add additional people to your booking, you must contact us to amend your table number.

What if my group is larger than 8 people?

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We may be able to accommodate groups larger than 8 for breakfast but you'll need to contact us either by email or phone to book this. We have limited seating in our restaurant and need to check whether we can accommodate large groups at the time you'd like.

Can I change my timeslot for breakfast?

No, your breakfast timeslot must be immediately after your visit to Santa's Grotto to make sure we have tables ready for every family and group throughout the day.

Can I sit with my family or group without buying a Breakfast with Santa ticket?

No, everyone intending to sit together in the Kingfisher Kitchen must have an event ticket as this is how we know how many places to set for your family or group.

What else will be available for food?

The Kingfisher Kitchen will only be serving all day breakfasts as the hot food on the event days, however there will also be a small selection of sandwiches available for purchase. Welly Boot Land kiosk will also be open in the grounds, as well as the Canoe kiosk during good weather. The kiosks will provide snacks and hot drinks, including some festive options.

Tickets

How do I book?

Please visit the Breakfast with Santa listing on the 'What's On' section of Slimbridge website to book tickets.

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

No, you will need to book your Breakfast with Santa tickets in advance. Please visit our website to book online.

What is included in my Breakfast with Santa ticket?

The Breakfast with Santa event ticket includes:

- For children (age 4-17), admission to the site, a visit to Santa's Grotto, a present from Santa, full English breakfast (age-appropriate size) and free activities running throughout the day.
- For adults/concessions, and older children who are not seeing Santa, admission to the site, full English breakfast and free activities running throughout the day.
- For Under 4s, free admission to the site, a visit to Santa's Grotto, an age-appropriate present from Santa, a full English breakfast (age-appropriate size) and free activities running throughout the day.

What time does the event start?

Santa's Grotto experience runs from 10am – 2:15pm in the Pond Zone but you can visit Slimbridge Wetland Centre throughout the day from 9.30am- 4.30pm.

When you book online you will be able to select your timeslot. Each timeslot is 30 minutes and there will be other families waiting to see Santa in that timeslot so please prepare to

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wait. Please do not come to the Grotto before your timeslot as you will be asked to return when it is your slot.

What if I miss my timeslot?

If you are going to miss your timeslot, please contact us as soon as possible and we may be able to rearrange, we will do our best but it is not guaranteed so the sooner we are informed the better.

Do you offer refunds?

All tickets are non-refundable and can only be redeemed on the date specified in your booking.

Late cancellations (less than 7 days in advance of the event) would require the vacant space to be filled by another paying customer before we are able to transfer you to a different date. In the event that a replacement attendee cannot be found, monies would be lost.

WWT Slimbridge reserves the right to cancel an event due to unforeseen circumstances, including low numbers or inclement weather etc. In these instances, we would contact you at the earliest opportunity and you would be offered the choice of a space on an equivalent event (where available) or a full refund.

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TICKET PRICES:
How much is it?

<p>Each group must have at least one adult. Each adult (over 18) must purchase an event ticket. Any children attending, who are not seeing Santa, must also purchase an event ticket.</p>		
Adults, Concessions and Carers	£16.50	<p>Includes a full English Breakfast.</p> <p><i>A separate admissions ticket must be purchased in addition to the event ticket for each adult or concession attending.</i></p>
Juniors (4-17 years) Seeing Santa	£12.50	<p>Includes a visit to Santa’s grotto and a gift (for participating child). Also includes a full English breakfast.</p> <p><i>A separate admissions ticket must be purchased in addition to the event ticket for each child attending.</i></p> <p><i>A junior’s ticket <u>must</u> be accompanied by at least one adult event ticket. All adults, concessions and children not seeing Santa in the party must purchase tickets.</i></p>
Juniors (4-17 years) NOT seeing Santa.	£9.50	<p>Includes a full English Breakfast.</p> <p><i>A junior event ticket <u>must</u> be purchased for each child not seeing Santa who is attending with a group which includes child/children who are seeing Santa.</i></p> <p><i>A separate admissions ticket must be purchased in addition to the event ticket for each child attending.</i></p>
Under 4 years	£7.00	<p>Purchase a Santa Under 4s ticket if you’d like a child under 4 years to visit Santa’s grotto and receive an under 4’s breakfast of orange juice,</p>

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	Or	<p>toast and beans. Admission into the centre is free for under 4's.</p>
	Free	<p>If you do not wish for under 4 years to receive a gift you can select the free under 4s ticket. Admission to the centre will be free. Toast, baked beans and orange juice can be purchased from the restaurant for an additional £3.00 if required.</p> <p>An Under 4 child ticket <u>must</u> be accompanied by at least one adult ticket. All adults and concessions in the party <u>must purchase event and admissions tickets.</u></p>

I'm a member which ticket should I book?

All members need to purchase an event ticket for children and any attending with their children. Children attending the event using a member ticket must be named on an active membership excluding under 4s e.g. if you have a joint adult membership and will be bringing a child without their own membership, the child will need a non-member ticket. Or if you have a family membership, the children named on your membership can be booked under members' tickets.

Is the event suitable for children under 4 years old?

The event is suitable for young children, however we have given you the option to decide how much you think your child will want to engage with the experience either fully with an Under 4s ticket or by receiving free admission to not see Santa but still enjoy a breakfast by purchasing a small age-appropriate breakfast of orange juice, toast and baked beans from the Kingfisher Kitchen for £3.

How many children can I book to visit Santa?

If you're looking to book a group visit to Santa's grotto, we can take a maximum of 6 children per large group as the grotto area is small. Groups of 8 or more in total need to contact us by phone or email directly to book to ensure we have adequate seating in the restaurant for you for breakfast.

Do I need to purchase tickets for the adults in the group?

All adults wanting to sit with their group in the restaurant must purchase an adult or concession event ticket, as well as an admissions ticket if not a WWT member or covered by a Boundless membership.

Can I add extra tickets on after I've purchased some already?

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If you need to add more people to your group, you must contact us. Your booking is how we know how many places to set for your table for breakfast. We cannot guarantee that separate bookings will be sat together, without contacting us first.

Who should I contact if I need to amend my booking?

For any ticket enquiries relating to this event, email events.slimbridge@wwt.org.uk or call 01453 891900 (Monday-Friday, 9.30am – 5pm). While we will assist where we can, we expect this event to be popular and may not be able to offer an alternative date or time.

A member of my group has a disability, will the Santa event be suitable?

All areas for this event are wheelchair accessible. The grounds have level access and hard-surfaced paths with tarmac on main routes (and compacted gravel on minor paths) and board walks over marshy areas. We have ramp access to the Reception and down to the centre and site. We have a Changing Places facility near to the Visitor Centre and Grotto.

The standard experience for visiting Santa's grotto may involve waiting for up to half an hour outside. If this is not suitable to members of your group or you have any other special requirements, please contact our booking team who will be happy to help. If you would also like a space for a wheelchair user at your breakfast table, please let us know.

You can find out more about the facilities we have on offer at WWT Slimbridge including detailed information on access, hearing induction loops, manual wheelchair and mobility scooter hire and bringing your trained assistance dog. We have a discounted Essential Carer ticket for any accompanying adult, but you will need to book an adult event ticket.

Do I have to pay for parking?

Parking is free and we have 17 designated disabled spaces.

Will there be toilet and baby changing facilities?

There are baby changing facilities throughout the centre and the nearest ones to the Pond Zone are opposite the Kingfisher Kitchen. Within the visitor centre building there are male and female toilets and three wheelchair accessible toilets. These have wider doors, a larger floor space, help cords and handrails.

What else can we see and do at Slimbridge?

Winter is a great time to visit Slimbridge. You should see large numbers of ducks, geese and swans at this time of year. You can explore our Arctic Adventure, Mission Possible, the Living Wetland Theatre and Waterscapes Aviary and Toad Hall. Head up the Estuary Tower to witness stunning views of the Severn Estuary, visit our play area at Riverlife and download the Wetland Heroes app. There will be activities running throughout the day.