

Help Rudolph Shine

Frequently Asked Questions



Who is welcome?

Everyone is welcome, ideal for families.

How long will my visit last?

The experience will last approximately 60 minutes.

What will my visit consist of?

We have a choice of two shows:

Help Rudolph Shine – 23 November to 24 December (From 30 November for Shepperton)

Santa has checked the weather forecast for Christmas Eve and is dismayed to discover it will be very foggy. He needs Rudolph to lead the sleigh with his bright red nose, so he can deliver all the presents to the good children.

However, Rudolph's nose won't shine – it only lights up when he is very happy! What makes him happy is to hear children enjoying themselves, so we have invited Rudolph to the circus to see all the happy children!

Come and join Rudolph to help make his nose shine and save Christmas!

Traditional Circus – 27 December to 1 January – New Acts (Excludes Shepperton)

After Christmas our Traditional Circus returns with an all new show for families to come back and be wowed again. Witness a succession of different world-class acts, as they amaze and entertain you under the Big Top!

Will there be strobe lighting?

No, but there will be theatrical effects.

Where can I visit the Christmas Circus?

Four of our garden centres have a circus; Badshot Lea (Farnham), Shepperton, Stanmore and Washington.

Times & Dates

When does Santa arrive?

Badshot Lea & Washington – 9:30am on Saturday 23 November

Stanmore – 9:30am, Saturday 23 & 30 November

Shepperton – 9:30am, Saturday 30 November

Santa will arrive on his special mode of transport. It is free to watch Santa arrive, just make sure you arrive early to get a good viewing spot.

What time are the circus shows each day?

Help Rudolph Shine

November

Sat 23 (Not Shepperton)	10:30am	1:00pm	
Sun 24 (Not Shepperton)		1:00pm	
Sat 30 (Badshot Lea & Washington)	10:00am	1:00pm	4:30pm
Sat 30 (Shepperton & Stanmore)	10:30am	1:00pm	4:30pm

December

Sun 1	10:30am	1:00pm	
Sat 7	10:00am	1:00pm	4:30pm
Sun 8	10:30am	1:00pm	
Fri 13			4:00pm
Sat 14	10:00am	1:00pm	4:30pm
Sun 15	10:30am	1:00pm	
Mon 16	10:30am		
Tue 17	10:30am		
Wed 18	10:30am		
Thu 19	10:30am		4:00pm
Fri 20	10:30am		4:00pm
Sat 21	10:00am	1:00pm	4:30pm
Sun 22	10:30am	1:00pm	
Mon 23	10:30am	1:00pm	
Tue 24	10:30am	1:00pm	

Traditional Circus

December & January (excluding Shepperton)

Fri 27	3:00pm
Sat 28	3:00pm
Sun 29	3:00pm
Mon 30	3:00pm
Tue 31	3:00pm
Wed 1	3:00pm



Real Reindeer

Real reindeer are free to see and will be at each of the centres on the following days:

Badshot Lea: 23, 24, 30 Nov and 1 Dec

Shepperton: 30 Nov and 1 Dec

Stanmore: 23, 24, 30 Nov and 1 Dec

Washington: 23 and 24 Nov

Price & Bookings

How much will my visit cost?

Help Rudolph Shine Christmas Circus – £14 which will include a gift from Santa

Traditional Circus £10 per ticket

(Under 16's must be accompanied by paying adult)

Do you offer any early purchase discount?

Yes, we offer a 10% discount when you book before 31 October 2019.

Do you offer any discounts for group bookings?

Yes, we offer a 10% discount when a group of 10 or more book at the same time.

Do you offer a family ticket?

We do not offer any family tickets, but do offer a discount for group bookings (see above).

Is there a charge for under 24 months old?

No, only for the adult, unless you wish for the child to receive a present, in which case a ticket must be bought for the child. The child will need to sit on an adults lap.

Why should I book in advance?

We recommend that you pre-book your tickets to avoid disappointment. We anticipate there may be tickets available for some slots on the day, but we cannot guarantee.

How do I book?

You can book via our website or in a participating garden centre.

When can I make a booking in the garden centre?

During the centre's opening times, subject to availability.

When can I make a booking on the website?

You may book via our website anytime, subject to availability.

If I choose not to book in advance, how can I obtain a ticket?

If you choose not to book in advance, it may be possible to purchase a ticket in the centre on the day. Availability is not guaranteed.

Will I receive a ticket once booked?

Yes, you will be emailed a ticket if you book in advance via the website. If you do not have an email address, please bring some ID with you to the centre on the day of your booking and we will print your ticket.



Once booked can I change the time or day of my visit?

Once booked changes undertaken are subject to the availability of alternative time slots and cannot be guaranteed. For changes undertaken in store, full details and proof of purchase must be provided.

Once booked can I cancel my booking?

We do not offer a refund once booked but it may be possible to transfer your booking to an alternative time slot (see above for details).

Group Bookings & Special Needs

Can I book a special needs group and school party visits?

We welcome pre-booked parties. Please call the centre to discuss your visit and special requirements.

Carers Tickets

We are delighted to provide disabled guests with a free carer's ticket if required.

We do ask for provision of one of the following types of documentation please before the free carer's ticket is issued:

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months).
2. Personal Independence Payment letter (dated within the last 12 months).
3. A current and valid Blue Badge.
4. Letter from GP or consultant (dated within the last 12 months) confirming the need for a full time carer. This does not need to be a letter of diagnosis.

Please call the centre to discuss your visit and to reserve the carer's ticket. Documentation will need to be shown at least 30 minutes in advance of the show at the Information Desk, where the carer's ticket will be issued.

On the Day

When should I arrive?

We recommend that you arrive at the circus no later than 15 minutes before the start of the show.

Is there somewhere to put pushchairs?

There will be an allocated area for pushchairs. Please note that you leave them at your own risk.

Is there room for wheelchairs?

There is full disability access with flat surfaces throughout.

Can we choose where to sit for the Circus?

No. Seating will be allocated on the entrance to the seating area.



Is there parking?

Yes, we offer free parking to all our customers. Our car parks do fill up quickly as we approach Christmas, so we advise you arrive in the centre 20 minutes before your scheduled booking.

Can we bring food and drink into the Circus?

Yes. Take-away hot food and drinks will be available to purchase in the Café Bar at our centres before the show.

Are there toilets?

Yes, there are toilets which include baby changing and disabled toilet facilities.

