

Santa's Grotto

FAQ's

Is there any age limit for Santa's Grotto?

There are no age limitations, however every child must be accompanied by an 16+ adult who will be responsible for them.

How much does it cost?

Please note the price below is for each child (under 16+) - adults can only attend if a child ticket has been booked. A maximum of 8 people (4 adults and 4 children) can be booked onto a single time slot. Please get in touch at the-lexicon-tickets@bakehousefactory.co.uk if your group is larger than this.

- £9.50 (inc. VAT) - Off peak times
- £12.50 (inc. VAT) - Peak times
- £1.00 (inc. VAT) - Adult ticket
- £5.00 (inc VAT) - Babes in arms ticket (under 1) if with a group but wants a reindeer plushie gift

Between Saturday 22 November to Friday 12 December.

- Off peak times are Wednesdays, Thursdays and Fridays.
- Peak times are Saturday and Sundays.

Between Saturday 13 December to Wednesday 24 December, all sessions will be peak times.

(£2.50 Booking fee per order) We do not accept cash payments.

What is included in my ticket?

As well as the storytelling, immersive hologram experience, and meeting Santa, each ticket-holding child will receive a free plushie reindeer gift from Santa.

Are there any extras?

You can have your photo taken with Santa and purchase your photo (incl. digital photograph) for £10.00.

In addition to the photographs, the following souvenirs will also be available to buy as mementos (pricing information available at the experience):

- Bauble
- Snow Globe
- Magnet
- A combination of bundles of the items above

Where can I find Santa's Grotto?

Santa's Grotto is located at 10/11 Princess Square, Bracknell RG12 1LS at the Lexicon. Next to Select and opposite Dunelm

What is the best way to The Lexicon?

We recommend the following transportation options for reaching The Lexicon:

By Public Transport

The venue is easily accessible via public transport. The nearest train station is Bracknell Train Station, located approximately 5 minutes away on foot via illuminated pedestrian footpaths and well-populated roads.

The main bus station is located on Bracknell's Station Road, between The Ring and Market Street, and is a 5-minute walk away from The Lexicon. There are also many bus stops on The Ring, close to The Lexicon's entrances and exits.

By Foot

The Lexicon is well connected to Bracknell and surrounding areas by footpaths that provide direct and traffic-free access to shopping, dining and entertainment.

By Car

The Lexicon is located about 6 miles or a 10-minute drive from both the M3 and M4. If you are driving to the venue, there are nearby parking facilities. The closest Car Park is Princess Square within 1 minute walk. Alternatively the Braccan Walk Car Park is a 5-minute walk.

Please note that parking spaces may be limited, so we advise arriving early or considering alternative transportation.

What days and dates are you open?

We are open every Wednesday, Thursday, Friday, Saturday and Sunday from Saturday 22 November until Sunday 14 December.

From Monday 15 December until Wednesday 24 December, we are open every day.

Please find exact session timings on our website.

What are your opening times?

Between Saturday 22 November to Sunday 14 December:

- Wednesdays: 10.30 - 18:30
- Thursdays: 10.30 - 18:30
- Fridays: 10.30 - 18:30
- Saturdays: 09:30 - 19.00
- Sundays: 09:30 - 17:30

Between Monday 15 December until Wednesday 24 December:

- Monday to Saturday: 09:30 - 19.00
- Sundays: 09:30 - 17:30
- Wednesday 24 December: 9:30 - 13:30

Please find exact session timings on our website.

Can I buy tickets on the door?

Tickets may be available on the door, subject to availability. Book online for guaranteed tickets. We do not accept cash payments.

What time should I arrive?

Your timeslot will give a window of 6 minutes for entry E.g. if your time is 12.00 you will enter the experience at a time between 12.00 - 12.06.

Please arrive up to 5 minutes before your session. E.g. If your session is at 12.00 then please arrive at 11.55.

What if I arrive late?

If you arrive after your scheduled time, your ticket may no longer be valid. If the next session is full, we may not be able to accommodate you. To avoid disappointment, please arrive at your booked time.

To make the most of your visit, please plan your journey in advance and allow extra travel time - especially during peak hours.