



# Santa's Grotto

## AT THE LEXICON



### FAQs

#### 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](mailto:the-lexicon-tickets@bakehousefactory.co.uk) if your group is larger than this.

£9.50 (including VAT) – Off peak times

£12.50 (including VAT) – Peak times

#### Between Saturday 16 November to Friday 13 December:

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

#### From Saturday 14 December until Tuesday 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 immersive experience in Santa's Grotto and meeting Santa, each ticket-holding child will receive a free gift from Santa.

#### Are there any extras?

You can snap a photo with Santa and purchase your photo (including digital photograph) for £10.

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 in Princess Square at The Lexicon, next to Select and opposite Poundland.

#### 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. For directions, use the following postcode in your SatNav: RG12 1AP.

### **What days and dates are you open?**

We are open every Wednesday, Thursday, Friday, Saturday and Sunday from Saturday 16 November until Sunday 15 December.

Between Monday 16 December until Tuesday 24 December, we are open every day.

Please find exact session timings on our website.

### **What are your opening times?**

#### **Between Saturday 16 November to Sunday 15 December:**

Wednesdays: 11:00 - 18:30

Thursdays: 11:00 - 18:30

Fridays: 11:00 - 18:30

Saturdays: 09:30 - 18:30

Sundays: 09:30 - 17:00

#### **From Monday 16 December until Monday 23 December:**

Monday to Saturday: 09:30 - 18:30

Sundays: 09:30 - 17:00

#### **Tuesday 24 December:**

09:30 - 13:30

Please find exact session timings on our website.

### **What time should I arrive?**

Please arrive up to 5 minutes before your session, e.g. if your session is at 11:15 - 12:00 then please arrive between 11:10 - 11:15.

### **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.

### **Can I book more than 1 session?**

Yes, you can book more than 1 session.

### **Who can book onto each session?**

Each session allows a maximum of 6 people from a single booking only. Each session will only be limited to 1 booking, making this your own private session for your family.

### **Do you offer any student or blue-light discount?**

No, we don't offer this.

### **Can I book a private party?**

Subject to availability. Contact us at [the-lexicon-tickets@bakehousefactory.co.uk](mailto:the-lexicon-tickets@bakehousefactory.co.uk)

### **What if I can't make it?**

Tickets are non-refundable however tickets can be transferred to an alternative date or time within the event period (subject to availability).

Tickets can be moved if you have a DigiTickets account. If not, please email [the-lexicon-tickets@bakehousefactory.co.uk](mailto:the-lexicon-tickets@bakehousefactory.co.uk) and we will do our best to move your session.

### **Do you have any SEND sessions?**

The following are dedicated SEND sessions:

Wednesday 11:00 - 11:30 and 16:00 - 16:30

Sunday 9:30 - 10:00 and 16:30 - 17:00

These sessions have been created with SEND persons in mind and will include quieter music, calmer lighting as well as allow more time either side of the experience.

### **What if my group includes both SEND and non-SEND members?**

It's ultimately your choice whether you would like to book into either a SEND or non-SEND session but please keep in mind the SEND sessions specifically cater for those with SEND requirements. E.g. If you would like to book 1 SEND Child + 1 non-SEND Child into a SEND session then please select 2 Child tickets at the checkout.

### **Accessibility information**

We are committed to ensuring that our event is accessible to all attendees. When a wheelchair is present, the capacity of the elevator will need to be adjusted accordingly. A single standard-sized wheelchair typically occupies the space of 2 standing passengers. As a result, the elevator's capacity will be reduced from 8 to approximately 6 people, depending on the size of the wheelchair and other conditions. Please be mindful of this when booking your tickets.

Please note our Enchanted Elevator includes sliding door entryways and exits which allow 900mm of clearance to comply with Part 'M' Disability access, and the rear exit door extends 1074mm into the proceeding space once open.

We encourage you to contact us in advance to discuss any specific needs or concerns at [the-lexicon-tickets@bakehousefactory.co.uk](mailto:the-lexicon-tickets@bakehousefactory.co.uk).

### **Will there be a buggy park?**

A buggy park is available for your convenience, but items left there are stored at the owner's own risk, as the area is unsupervised. We are not responsible for any loss, theft, or damage to personal belongings.