

Christmas FAQs

Santa's Grotto: Colchester

How do I book Santa in Fenwick Colchester?

Bookings are made in-store at the Children's Department on the Lower Ground Floor.

How much is a ticket to see Santa in Colchester?

£9 per child with an accompanying adult (under 2's free) includes visit to Santa and the workshop to decorate a biscuit to take away with you.

Can I book by phone?

Yes you can book over the phone by contacting 01206 571212 extension 2512.

How can I pay for my tickets?

You can pay in-store by cash or credit/debit card, you are able to purchase tickets over the phone by credit/debit card.

Do you charge a transaction or booking fee?

Both transaction and booking fees are included in the ticket price.

Do you have prices for concessions?

Due to the nature of the event, we will not be offering concession discount.

Can I purchase a family ticket?

Family tickets are not available.

How many tickets can I buy?

You can purchase a maximum of 6 tickets at once.

Do children under 2 need to pay for Santa?

Children under 2 go free but all other children and will require a ticket and one adult is admitted free with each child.

Can more than one adult attend?

Additional adults wishing to accompany children will be at a concessionary rate of £4.50 per adult.

Where is it being held?

The exclusive experience will be held in our Children's Department on the Lower Ground Floor.

How long will Santa experience take?

We expect the whole experience will take approximately 45 minutes.

Is Santa experience suitable for people with limited mobility?

Yes, the experience is fully accessible.

What age is Santa suitable for?

We recommend the experience for ages 2 years and above, however younger children are welcome at parents' discretion.

Do I have to arrive early for my slot?

There is not a large amount of waiting space, so please try to arrive promptly but not too early. 5 minutes before your scheduled time is plenty.