

Christmas FAQs

KINGSTON GROTTO

How do I book The Grotto?

Bookings should be made online at www.fenwick.co.uk/santagrotto

Can I book by phone?

You can only book online at www.fenwick.co.uk/santagrotto

I don't shop online - can I book in store?

No. Bookings can only be made online at www.fenwick.co.uk/santagrotto

How can I pay for my tickets?

You can pay online by debit card, credit card or PayPal.

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 for Santa's Grotto.

How many tickets can I purchase?

You can purchase a maximum of 12 tickets at once.

Do children under 2 need to pay for Santa's Grotto?

Children under 2 go free but all other children and adults will require a ticket.

Can I buy a ticket just to visit Santa and not the whole experience?

Visiting Santa is part of the journey, so to visit Santa you will need to buy a ticket for the Grotto.

Where is it being held?

The exclusive experience will be held on our 3rd Floor.

Will it be cold?

The whole experience is inside so no you won't be cold.

How long will the visit to Santa's Grotto take?

We expect the whole experience to take between 45 minutes and an hour.

Is Santa's Grotto suitable for people with limited mobility?

Yes, the experience is fully accessible.

What age is Santa's Grotto 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.

What happens if I am late for my booking time?

We will do our best to accommodate you if you are late, but we cannot guarantee that we will be able to fit you in to ensure we're fair to all bookings. Please arrive promptly.

How do I get to Santa's Grotto?

Please head to the third floor where you will see the Arrival Point and be greeted by our Head Elf.

Help! I have lost my ticket!

Don't panic. Our tickets are all emailed to you, so check your inbox again, and if not, log in to Eventbrite where you will be able to resend it to yourself. You can also download the Eventbrite app and login that way, where your ticket will be waiting.

What if I can't print my tickets?

You will be able to show your booking via your phone, using Eventbrite.

Is there somewhere to store my buggy?

Yes, we do have buggy storage for Santa's Grotto, however they are left at the owner's risk.

Can I bring my dog?

Santa's Grotto is accessible to Assistance Dogs only.

Will there be bag searches?

This is subject to the Fenwick team discretion.

Where can I park?

The Bentall Centre has three secure car parks – Car Parks A & B and Seven Kings Car Park.

Do you have disabled parking?

Disabled parking is available in Car Park A.

Do all children under 14 need to be accompanied by an adult?

Yes, our minimum unaccompanied age for Santa's Grotto is 14.

Is there a cloakroom for me to store my belongings and shopping during Santa on the Rooftop?

Unfortunately, we don't have space for you to store any belongings or shopping, so please bear this in mind on the day.

Will you have a photographer in with Santa?

We won't have an official photographer, however one of our elves will be happy to take your picture with your own camera or phone, so make sure you bring one along!

Can I take photos in Santa's Grotto?

Yes, we encourage you to capture the experience! There are lots of great photo moments on the rooftop, so be sure to bring your camera.

Is there a hashtag for the event if I want to post on social media?

Yes. It is #christmasatfenwick if you would like to tag the experience.

What if I need to cancel my ticket? Can I get a refund or exchange?

Unfortunately, we can't offer exchanges due to the nature of booking the event. Tickets are refundable up to 7 days ahead of the event, please request this via the link in your confirmation email or via the Eventbrite page. If you want to visit on a different date then you would need to rebook again via Eventbrite, selecting any available slot. If you would like to pass your tickets to another person instead then please ensure they bring their own form of id plus a copy of your confirmation email.

What form of id should I bring along?

A card with your name on is sufficient e.g. a bank card.

Can I make a booking for my school?

School bookings will not be available.

What does the ticket price for Santa's Breakfast Club/Santa's Supper Club include?

Santa's Breakfast Club includes a full breakfast, a visit by the elves to your table and entertainment for the children while they eat. The elves will then escort each party at their allotted time to enjoy the Santa's Grotto experience. The ticket price for this will be priced at £22.50 per person.

Santa's Supper Club includes a two course Christmas meal, a visit by the elves to your table and entertainment for the children while they eat. The elves will then escort each party at their allotted time to enjoy the full Santa's Grotto experience. The ticket price for this will be £27.50 per person.

Tickets will be released at the same time as the tickets for Santa's Grotto.

SANTA'S SUPPER CLUB

How do I book Santa's Supper Club?

Bookings should be made online at www.fenwick.co.uk/santasupper

How can I pay for my tickets?

You can pay online by debit card, credit card or PayPal.

I don't shop online - can I book in store?

Tickets must be booked at www.fenwick.co.uk/santasupper

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.

Where is it being held?

Santa's Supper Club will be held in Restaurant 3.

How long does Supper Club last for?

The whole experience will take between 90 minutes and 2 hours.

Can I get a joint Supper Club and Santa's Grotto ticket?

Your Breakfast/Supper Club ticket includes a visit to Santa's Grotto.

I would like to bring my baby along to Santa's Supper Club but they are too young to require a meal. Will I still need to purchase them a ticket?

You do not require a ticket for child under 2 who is not yet on solid food and therefore will not be eating a meal. Please make a note on your booking should you require space for a highchair at your table.

What do I do about allergies?

Please let us know about any food allergies at the time of your booking and we will do our best to accommodate.

Do all children need to be accompanied by an adult?

All children under the age of 14 need to be accompanied by an adult, who will require a ticket.