

Christmas FAQs

SANTA ON THE ROOFTOP

PUBLIC FACING WEBSITE FAQs

How do I book Santa on the Rooftop?

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

Can I book by phone?

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

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

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

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 on the Rooftop.

How many tickets can I buy?

You can purchase a maximum of 12 tickets at once.

Do children under 2 need to pay for Santa on the Rooftop experience?

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 Rooftop experience?

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

Where is it being held?

The exclusive experience will be held on our 5th Floor Rooftop.

Will it be cold?

Although the majority of the experience is undercover, there are outdoor sections so please make sure you dress appropriately for the weather.

How long will Santa on the Rooftop take?

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

Is Santa on the Rooftop suitable for people with limited mobility?

Yes, the experience is fully accessible.

What happens if it rains during Santa on the Rooftop?

Umbrellas will be provided but please ensure you dress appropriately for the weather. However, most of the experience is undercover.

What age is Santa on the Rooftop 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 the rooftop?

Head to the Lower Ground 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 on the Rooftop, however they are left at the owner's risk.

Can I bring my dog?

Due to Santa's Grotto taking place in an enclosed area, the experience is accessible to Assistance Dogs only. However, dogs are welcome elsewhere in the store.

Will there be bag searches?

This is subject to the Fenwick team discretion.

Where can I park?

There are two car parks on Percy Street – Eldon Square and Eldon Garden.

Do you have disabled parking?

Disabled parking is available at both car parks on Percy Street – Eldon Square and Eldon Garden.

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

Yes, our minimum unaccompanied age for Santa on the Rooftop 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 on the Rooftop?

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, 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 are not available.

Are you doing Breakfast with Santa and Tea with Santa again this year?

The previous Breakfast and Tea with Santa events have evolved in to new, upscaled experiences which will include both a meal and a visit to Santa on the Rooftop.

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 on the Rooftop 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 on the Rooftop experience. The ticket price for this will be £27.50 per person.

Tickets will be released at the same time as the Santa on the Rooftop tickets.

SANTA'S ROOFTOP CINEMA

How do I book Santa's Rooftop Cinema?

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

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 online at www.fenwick.co.uk/santacinema

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.

Does my ticket price include anything else?

All guests will be treated to popcorn, adults can choose between a complimentary mulled wine or spiced apple juice and mince pie, and we have juice and jelly teddies for the little ones.

Can I purchase a family ticket?

Group and family tickets are not available for The Christmas Cinema.

What films are being shown this year? How do I access the schedule?

A list of the films being shown this year can be found at www.fenwick.co.uk/santacinema

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

This activity is not suitable for infants aged 2 and under.

Where is it being held?

The cinema is located on our 5th floor rooftop.

Is there a cloakroom for the cinema to store my coat and shopping?

Possessions should be kept with you as we do not have storage facilities.

Is Santa's Rooftop Cinema suitable for people with limited mobility?

Yes, the experience is fully accessible.

What age is Santa's Rooftop Cinema suitable for?

The activity is not recommended for infants aged 2 and under.

Do under 2's need a separate ticket for the cinema? Do they get their own seat?

This activity is not recommended for infants aged 2 and under.

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 the rooftop?

Head to the Lower Ground 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.

Is there somewhere to store my buggy?

Yes, we do have buggy storage for Santa's Rooftop Cinema.

Will you have security? Our security teams will be in-store as usual.

Will there be bag searches? This is subject to the Fenwick team discretion.

Can I get a joint Santa's Rooftop Cinema and Santa on the Rooftop ticket?

No. You will need to buy these separately.

Can I buy extra drinks and snacks?

Club Clause has a fully stocked bar, Christmas cocktail list, hot and cold drinks and a range of snacks, cakes and treats.

Can I drink at Santa's Rooftop Cinema?

When purchasing alcohol at Fenwick, if you appear to be under the age of 25 you may be asked for valid identification to confirm that you are aged 18 or over. Any alcoholic drinks purchased on site must be consumed before leaving.

What if I need to cancel my ticket?

We can offer refunds 14 days in advance.

Where can I park?

There are two car parks on Percy Street – Eldon Square and Eldon Garden.

Do you have disabled parking?

Both car parks have disabled parking.

I'm going to Santa's Rooftop Cinema, can I have a drink in Club Claus for drinks either before or after?

You can visit Club Claus during the screening of the film if you wish to purchase additional drinks and snacks, however there isn't any access either before or after the screening.

Do all children need to be accompanied by an adult?

All children under the age of 14 need to be accompanied by an adult and all must comply with the film rating guidance.

Can I book Santa's Rooftop Cinema for private screening?

There is no opportunity to book private screenings.

How long will Santa's Rooftop Cinema take?

As long as the film's running time, plus around 20-30 minutes.

THE FENWICK CHRISTMAS WINDOW REVEAL

Can I book spots for the Fenwick Christmas Window Reveal?

The Window Reveal is a street-level event so we are unable to offer pre-booked spots - we recommend you get down early for the best view!

Where can I park?

There are two car parks on Percy Street – Eldon Square and Eldon Garden.

Do you have disabled parking?

Disabled parking is available at both car parks on Percy Street – Eldon Square and Eldon Garden.

Do you have access for those with disabilities for the experience and window reveal?

The activity takes place on the street which is accessible for all.

What happens if it rains during the Fenwick Christmas Window Reveal?

This is an outdoor event. Please dress appropriately for the weather,

CLUB CLAUS

Can I have a list of allergens for the cafe?

Yes all items in Club Claus will have allergen information available on request on the day.

Can I just visit Club Claus if I'm not going to anything else?

No. The only way to access Club Claus is with your ticket for the Santa on the Rooftop experience.

Can I book Club Claus for a private event?

Club Claus is not available for private hire.

NEWCASTLE SANTA'S BREAKFAST/SUPPER CLUB

How do I book Santa's Breakfast Club/Supper Club?

Bookings should be made online at www.fenwick.co.uk/santabreakfast / 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/santabreakfast / 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 Breakfast Club/Santa's Supper Club will be held in the pop-up Christmas Café on our Lower Ground Floor.

Can I get a joint breakfast/rooftop ticket?

Tickets for our Christmas experiences need to be purchased individually.

I would like to bring my baby along to Santa's Breakfast/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 a 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 high- chair 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.

KINGSTON GROTTO

PUBLIC FACING WEBSITE FAQs

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?

Due to Santa's Grotto taking place in an enclosed area, the experience is accessible to Assistance Dogs only. However, dogs are welcome elsewhere in the store.

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, 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.

KINGSTON SANTA'S BREAKFAST/SUPPER CLUB

How do I book Santa's Breakfast/Supper Club?

Bookings should be made online

at www.fenwick.co.uk/santabreakfast / 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/santabreakfast / 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 Breakfast Club/Santa's Supper Club will be held in Restaurant 3.

How long does Breakfast/Supper Club last for?

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

Can I get a joint Breakfast/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 Breakfast/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.