



What you need to know and FAQ's

Event address:

Webbs Wychbold, Worcester Rd, Droitwich Spa, Droitwich WR9 0DG, Tel: 01527 860000.
Entrance to this event is based at The Riverside Gardens at the bottom of the car park.

Event opening times:

Saturday 6th November 2021 – Sunday 2th January 2022* (excludes the 24th, 25th and 26th December). Sessions in November run from 4:30pm until 8pm and in December from 4pm – 8:30pm.

How much are tickets?

Off peak - November 2021/January 2022

£16 adult, £10 child (3-16) 0-2 years free. £50 family ticket (two adults, two children)

Peak – December 2021

£18 adult, £12 child (3-16) 0-2 years free. £55 family ticket (two adults, two children)

Children 0-2 years of age are free of charge and do not require a ticket for entry. For group bookings of over 30 people, please call 01527 860000 or email enchantedgardens@webbs.co.uk and receive a 10% discount on your booking.

Free carer tickets can be provided for each paying disabled visitor. Carers must provide assistance to the visitor and proof of entitlement will be required on entry on the day of your visit. If you have any questions regarding proof of entitlement, please call 01527 860000.

Do I need to book a ticket beforehand or can I turn up on the day?

Booking in advance is the only way to guarantee entry to the Webbs Enchanted Gardens for the session you require. You can book in-store at Webbs, Wychbold or at webbs.co.uk. It may be possible to buy tickets on the day, however these are subject to availability – we always recommend pre-booking your tickets to avoid disappointment on the day.

What happens if it is poor weather on the night?

In the event of adverse weather including strong winds, lightning, or heavy snow we may have to close the gardens. If this happens, a member of our Customer Services team will contact you as soon as possible, and an alternate session time will be offered. If alternate sessions are not available, we will refund your booking.

Can I cancel my ticket if it is no longer required?

A £1 administration fee will be applied to all ticket refunds and exchanges. This £1 charge applies per person. A request for a refund must be made a full 24 hours prior to your scheduled booking and the final decision is at the discretion of Webbs management. A refund request made after this time will not be processed. Any ticket refunds that are permitted will be processed within 5 working days.

Transferring tickets can also be done at home logging into 'My Account' at webbsevents.co.uk. In the unlikely event that you experience a problem please call 01527 860000.

Arriving on the day:

Please arrive promptly at the entrance to the Riverside Gardens within your allotted time slot. Our team will need to scan your booking barcode to allow you into the event. Please ensure you are able to show a copy of your confirmation email on your smartphone or tablet. Alternatively bring a printed copy of your booking confirmation email, including the barcode. If you are unable to do either of these please bring your booking reference number to the event at the time of your session.

What if I arrive late or miss my slot?

Due to the high volume of visitors we may be unable to guarantee admittance to a later session.

What can I expect from The Enchanted Gardens Light Trail?

You can expect to be immersed in a fairy tale world, as you make your way through twinkling lights and lanterns to the snowy north pole...

The gardens will be lit beautifully in jewel-like colours, festoon, and fairy lights. You will wander through zoned areas covering four classic fairy tales - Thumbelina, The Gingerbread Man, Hansel and Gretel and Jack and The Beanstalk before arriving at the snowy north pole where Santa and his elves will be busy in the elf workshop. Please note that Santa is very busy at this time of year and is not giving out presents, the route does however take you past his hut so you can give him a wave or have a quick chat! The route is designed with families in mind and should be equally mesmerising to adults and children alike.

How long should I allow for the event?

The route should take around 45 minutes to an hour to complete. Please allow additional time for catering before or after your event booking.

Is there a set route around the Gardens?

Yes. As this event takes place in the Riverside Gardens after dark, there will be a one-way (for the most-part), lit route for visitors to follow in order to keep everyone safe. Please do not leave the set pathway at any time unless advised to do so by Webbs event team. We ask that you always remain on the designated path because of hidden hazards such as slopes, the river & to prevent becoming lost. Children must always be supervised as there is a river on site and certain areas may be dark.

How accessible is this event?

There is a gravel path throughout the entire route which will be suitable for wheelchairs and pushchairs but please note that it follows the natural undulation of the ground and is not completely flat. The flooring in our catering tipis is coir matting and likewise will be uneven in places.

When are the quieter times for visiting?

Christmas events at Webbs are extremely popular at the weekends and during the school holidays. To attend the event at a during a quieter period, we recommend booking one of our November sessions.

What should I wear?

As the trail takes place outdoors, please ensure you have sufficient warm and waterproof clothing. Visitors are strongly advised to wear sturdy, flat shoes with good grip as the trail takes place on natural paths covering areas of uneven ground and variable terrain.

Will catering be available?

Yes, various catering options will be available. Please see the web page to find out about the available options for your visit.

PLEASE NOTE: The Catering Tipis will close an hour after the last session starts, e.g., if you have booked for the 8.30pm session (which will end around 9.15pm), the tipis will close at 9.30pm – you can of course visit the tipis before your session starts.

Will visiting the route be safe in the current climate of covid-19?

Following Government advice, we can confirm that we're able to run The Enchanted Gardens, at Webbs Wychbold from 6 November 2021 - 2 January 2022. We've already put a number of measures in place to ensure everyone can enjoy the evening illuminations safely, meeting Government-mandated conditions. These include:

- Limiting the capacity of each slot
- One-way routes around the most-part of the gardens
- Marshalling visitors to ensure that crowds do not form around installations along the walk
- The route being completely outside

Will I have to wear a facemask?

There is no requirement to wear a face covering in outdoor areas of the garden, but visitors may do so if they wish.

Lost property:

If you accidentally leave anything at the gardens this will be taken to our lost property area at the main reception desk in the store.

Are dogs permitted?

Only guide dogs and registered assistance dogs are allowed in the gardens.

The logo for Webbs, featuring the word "Webbs" in a bold, black, serif font.