

Christmas at Hever Castle FAQs

Q: I've booked my tickets online but haven't received an email confirmation

A: If you have a Gmail account, it may be because of Gmail outage problems. This certainly appears to be impacting email deliverability for some of our customers. Our server tries to send your email confirmation six times but will quit after the final attempt if the Gmail server does not respond.

If you received a booking reference on screen after payment please call the Estate Office with your reference number and they will resend your confirmation.

If you haven't received a booking reference then unfortunately you may not have secured those tickets. We are working with our ticketing supplier to improve the user experience and ticketing process but currently more than one customer can add the same tickets to their basket. In this situation tickets will be allocated to the customer who completes their purchase first and subsequent customers will lose out and have to start the process again. Please call the Estate Office to check whether a booking has been made.

The Estate Office can be contacted on 01732 865224 09:00 – 17:30 or by email at info@hevercastle.co.uk. The Estate Office may be particularly busy if you are calling around the dates when tickets are released so please bear with us and we will answer your call or reply to your email as soon as possible.

Q: I am an Annual Member and want to purchase non-member tickets for friends and family during the member priority booking period

A: Annual Members cannot book for non-members, other than those under 5 years, until the 24 September. If you just wish to book additional visitors for the daytime event with no pre-booked visit to Father Christmas then don't worry as admission tickets are not limited for this event so any additional tickets required can be purchased on/after the 24 September or even at the gate on entry for the day of your visit. If you want to book additional Twilight Christmas or Father Christmas tickets for non-members then you will have to wait until the 24 September.

Q: I am an Annual Member and want to book for more than one date but my membership number won't validate.

A: Please contact the Estate Office at info@hevercastle.co.uk or on 01732 865224 09:00 – 17:30. The Estate Office may be particularly busy if you are calling around the dates when tickets are released so please bear with us and we will answer your call or reply to your email as soon as possible.

H E V E R C A S T L E

Q: What is the difference between your day event and twilight event?

A: Those booking for Twilight Christmas will experience the event at night with the castle and gardens illuminated from 6pm – 9.30pm. Twilight visitors will receive 3 free tickets per person for the Vintage Fairground Stalls, there will be an extra character on the Christmas Trail and there will be additional catering options. Visitors attending the daytime event can enjoy the gardens lit up from dusk until 6pm.

Q: With my ticket, do I get entry to both the Castle and Gardens?

A: Yes. During our Christmas events there are no Gardens only tickets.

Q: Why do you only offer adult and child tickets at Christmas?

A: During our Christmas event we are unable to offer concession or family tickets due to the additional expenses and resources that the Christmas experience requires.

Q: Can children who aren't booked in to see Father Christmas enter the grotto?

A: To avoid overcrowding in the grotto, we ask that only the child/children visiting Father Christmas enter the grotto with up to two adults.

Q: I want to move my booking

A: Tickets are non-transferable and non-refundable. This is highlighted throughout the booking process.

Q: I want to cancel my booking and get a refund

A: Tickets are non-transferable and non-refundable. This is highlighted throughout the booking process.

Q: The website isn't responding

A: This is due to the volume of people using the site. Following some issues in 2017 we have taken steps to help avoid this from happening by implementing a queuing system and upgrading our server.

Q: My booking has gone through twice and payment has been taken twice

A: Please contact the Estate Office with you booking reference number at info@hevercastle.co.uk or on 01732 865224 09:00 – 17:30. The Estate Office may be particularly busy if you are calling around the dates when tickets are released so please bear with us and we will answer your call or reply to your email as soon as possible.

Q: My booking confirmation says I have booked Father Christmas but I have no time slot

A: If you have no time slot then unfortunately you haven't got a booking to visit Father Christmas. The most likely reason for this is because there wasn't availability for Father Christmas for your chosen time slot but you progressed with your booking despite this. This is highlighted during the booking process. Please contact the Estate Office with your booking reference number at info@hevercastle.co.uk or on 01732 865224 09:00 – 17:30 and they will investigate the matter further. The Estate Office may be particularly busy if you are calling around the dates when tickets are released so please bear with us and we will answer your call or reply to your email as soon as possible.

Q: I have a booking confirmation number but haven't received an email confirmation

A: Please contact the Estate Office with you booking reference number at info@hevercastle.co.uk or on 01732 865224 09:00 – 17:30. The Estate Office may be particularly busy if you are calling around the dates when tickets are released so please bear with us and we will answer your call or reply to your email as soon as possible. The Estate Office will arrange for a replacement confirmation email to be sent to you.

Q: I want to buy extra tickets for a date/time that is sold out

A: It is not possible to buy extra tickets for dates or times that are sold out. Ticket numbers for Twilight Christmas are capped due to parking and catering capacity. Father Christmas visits are capped so that we can provide the best experience possible for everyone visiting the Grotto.

Q: I don't have a computer to book online

A: Please contact the Estate Office on 01732 865224 09:00 – 17:30 and they will make your booking for you. The Estate Office may be particularly busy if you are calling around the dates when tickets are released so please bear with us and we will answer your call or reply to your email as soon as possible.

Q: I have booked to stay at Hever Castle & Gardens during the Christmas event, how do I book tickets?

A: If you have booked to stay in the luxury Bed and Breakfast or our holiday cottage Medley Court during the Christmas event then you should call the Astor Wing Reception on 01732 861800 09:00 –

17:30 to pre-book for Father Christmas. Admission tickets for the period of your stay will be provided on arrival.

Q: I want to make a booking including a carer

A: Standard charges apply to visitors with accessible needs, general admission for carers is free of charge. Please contact the Estate Office to make your booking and to discuss accessibility – call 01732 865224 or email info@hevercastle.co.uk 09:00 – 17:30. Proof of disability will be requested, which may include a Blue Badge, statement of special educational needs from LEA or NHS, or a letter from a medical professional on NHS headed paper. The Estate Office may be particularly busy if you are calling around the dates when tickets are released so please bear with us and we will answer your call or reply to your email as soon as possible.

Q: Can I use Tesco Clubcard Vouchers for Christmas events?

A: Tesco Clubcard Vouchers are not valid during the Christmas event period. This is advertised on the [Tesco website](#), on our website on the partner offer [page](#) and on the Christmas event pages.

Q: Can I use my RHS Membership for Christmas events?

A: RHS Membership cards are not valid during the Christmas event period. This is advertised on the [RHS website](#), in their leaflets/booklet and on our website on the partner offer [page](#) and on the Christmas event pages.

Q: Can I use my Gardeners' World 2 for 1 Card for Christmas events?

A: Gardeners' World 2 for 1 cards are not valid during the Christmas event period. This is advertised on their [website](#), in their leaflets/booklet and on our website on the partner offer [page](#) and on the Christmas event pages.

Q: Can I use my Historic Houses Membership for Christmas events?

A: Historic Houses Membership cards are not valid during the Christmas event period. This is advertised on their [website](#), in their leaflets/booklet and on our website on the partner offer [page](#) and on the Christmas event pages.

Q: Can I use the Visit Kent 2-for-1 offer for Christmas events?

HEVER CASTLE



A: The Visit Kent 2-for-1 offer is not valid during the Christmas event period. This is advertised on their [website](#), in their leaflets/booklet and on our website on the partner offer [page](#) and on the Christmas event pages.

Q: I have a complimentary ticket for Hever Castle & Gardens, can I use it for Christmas events?

A: Complimentary tickets are not valid for the Twilight Christmas events but you can use them for daytime Christmas events. Please contact the Estate Office on 01732 865224 09:00 – 17:30 and they will make your booking for you. The Estate Office may be particularly busy if you are calling around the dates when tickets are released so please bear with us and we will answer your call or reply to your email as soon as possible.