

Glow 2020

Information and FAQs

21 November 2020 – 4 January 2021

This year booking a time slot for the Glow event will be essential and charges apply for both RHS Members and Non-Members. All slots are available online at 15 minute intervals. Visitors to the event should come to the main entrance at Wisley as usual and will then be directed by a member of RHS staff.

Event opening times

The event is open from Saturday 21st November 2020 – Monday 4th January 2021 (excluding the 24th, 25th and 26th December).

The first time slot is at 4pm and the last time slot is at 7pm for an 8.30pm close.

What can I expect from Glow 2020?

You will see the garden come alive at night with fantastical illuminations to light your way on our enchanting festive trail. The trail has been reimagined for 2020 with our longest ever Glow trail following a magical new route, with brand new light displays and uplifting Christmas music.

Wander the enchanting trail and see some of Wisley's iconic sights in a new and dazzling light. The magic begins from the moment you arrive as cherry trees draped in sparkle light up the Welcome Landscape. See the garden glow with eye-popping installations, including a striking projected light show and the most beautiful Christmas tree. Venture through Seven Acres, the Rock Garden and Pinetum to marvel at our magnificent trees and shrubs bathed in a spectacular spectrum of light, and experience Wisteria Walk as you have never seen it before.

What do I do if I would like to visit the gardens during the day?

Normal garden admission applies up until 3.30pm, when the garden will be cleared and re-opened at 4pm for the Glow event.

Does my Glow time slot include Garden entry during the day?

No, you will still need to purchase a ticket to enter the Garden during the day unless you are an RHS member. Glow is a separate evening event.

Does my Garden entry ticket include the Glow event (day ticket)?

No, all visitors wishing to attend the event will need to book a separate ticket and time slot.

Is Glow going ahead this year?

Following Government advice, we can confirm that we're able to continue to run Glow, our outdoor illuminations walks, at Wisley from 21 November 2020 - 4 January 2021.

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 mandatory advance booking, one-way routes around the gardens, limits on numbers at any one time, and no trails through enclosed areas such as Glasshouses.

Will visiting the event be safe in the current climate of Covid 19?

The RHS has already put in place a number of measures to ensure that everyone can enjoy the evening illuminations safely, meeting Government-mandated conditions:

- Operating within strict social distancing and COVID-safe guidelines
- Marshalling visitors to ensure crowds do not form around installations along the walk
- Asking all visitors to adhere to guidelines around household groups
- Compulsory advance booking with limits on numbers for each session
- One-way routes and no trails through indoor areas such as Glasshouses

The Glow evenings at our RHS Gardens will allow people to visit the Gardens safely after work and school and enjoy spending time in nature to benefit their physical and mental wellbeing

Our Gardens have been awarded the official UK “We’re Good To Go” symbol which indicates that we have followed government and industry Covid-19 guidelines and have a process in place to maintain cleanliness and aid social distancing.

How much are Glow tickets?

Non-members:

£15.00 Adult (£7.95 Ticket + £7.05 entry)

£10.00 Child (5 – 16 years old) (£3.50 Ticket + £6.50 entry)

Under 5s Free

Members:

£7.95 Adult Ticket

£7.95 Guest Ticket

£3.50 Child Ticket (5 – 16 years old)

Under 5s Free

Why are you charging RHS Members to visit Glow at Wisley this year?

Glow at Wisley this year will be a new and different event, following a new route, and taking in beautiful illuminations and displays designed by our Curatorial team. We are looking forward to welcoming visitors to this brand new experience, in a safe environment for the whole family.

However, the Coronavirus pandemic has left the RHS facing losses of up to £18million in 2020 and as a charity we must take measures to safeguard the future of the RHS and our Gardens. Therefore we have taken the decision to charge for entry this year. Every ticket sale is a vital source of revenue that enables us to keep our Gardens open and continue our charitable work. We are immensely grateful to our Members and visitors for their ongoing support, without which we could not stage this exciting event.

Will I have to wear a face covering while visiting Glow?

Current government guidelines state that face coverings are mandatory in enclosed public spaces, including indoor attractions. Visitors will pass through enclosed areas such as the entrance hall during their visit and therefore, we would ask visitors to carry a face covering with them and wear it as required, unless they are exempt under the guidelines.

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

Why has the price of Glow increased? What's different this year to warrant an increase in cost of tickets for Members?

The Coronavirus pandemic has left the RHS facing losses of up to £18million in 2020 and as a charity we must take measures to safeguard the future of the RHS and our Gardens. This includes looking at ticket prices for special events such as Glow in order to ensure that they are financially sustainable whilst also keeping visitors safe and maintaining a high standard of content. Every ticket sale is a vital source of revenue that enables us to keep our Gardens open and continue our charitable work and we are immensely grateful to our Members and visitors for their ongoing support.

	Non-member		Member	
	Adult	Child	Adult	Child
Wisley	£15.00 (£7.95 ticket + £7.05 entry)	£10.00 (£3.50 ticket + £6.50 entry)	£7.95	£3.50
Harlow Carr	£12.00 (£6.95 ticket + £5.05 entry)	£6.00 (£3.50 ticket + £2.50 entry)	£6.95	£3.50
Rosemoor	£13.50 (£0 ticket + £13.50 entry)	£6.75 (£0 ticket + £6.75 entry)	£0.00	£0.00
Hyde Hall	£12.00 (£6.95 ticket + £5.05 entry)	£6.00 (£2.95 ticket + £3.05 entry)	£6.95	£2.95

How many Members' tickets can I buy?

You can buy tickets at the Member rate up to your normal allocation: one Member and an adult guest or up to two children if you have an Individual membership, and two Members plus one adult guest or up to four children if you have a Joint membership. Any additional tickets required outside of this allocation will be charged at the non-member price.

What is my RHS member guest allowance?

Individual membership – 1 named member, 1 adult guest or 2 children (5–16)

Joint membership – 2 named members, 1 adult guest and up to 4 children (5–16)

Student membership – no guest allowance

Can I buy tickets at the Members rate and give them to non-members to use?

No, this is not allowed under the terms of your membership. Tickets purchased at the Member rate are only valid when presented in conjunction with your RHS Membership card.

Do I need to book a ticket?

All visitors to the event, including members and their guests, must purchase a ticket and reserve a time slot for this event.

What if the time slot I want is unavailable?

Unfortunately this means this slot is fully booked and you will need to pick another day or time slot.

How do I book a ticket?

Please visit www.rhs.org.uk/wisleyglow.

Do children need a time slot for Glow?

Yes. All visitors need a Glow timed slot including children under 5.

Can I book a ticket on the day?

Time slots will be available up until midnight of the day before.

Is there a set route round the garden?

Yes. As this event takes place in the Garden after dark, there will be a one-way, lighted route for visitors to follow in order to keep everyone safe.

How accessible is the event? i.e. could you see all of it from a wheelchair accessible route?

There is a fully accessible, paved route for Glow at RHS Garden Wisley.

Can I turn up early and stay in the garden?

No. In order to keep everyone safe, the Garden will close at the advertised time before reopening for the Glow event, which will follow a set route around the Garden and have limits on numbers.

Will tickets be available to buy at the gate?

Glow is a popular event at the RHS Gardens and tickets often sell out some time in advance. In order to avoid disappointment, we ask that everyone intending to visit Glow books their tickets online.

Can I change my time slot once I have booked my ticket?

Please contact wisleyglow@rhs.org.uk if you wish to change your time slot, although we cannot guarantee that the time slot you prefer will be available. Please note we can only change bookings Monday – Friday, 9am – 5pm.

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

Unfortunately tickets are non-refundable.

What happens if the event is cancelled, can I get a refund?

Your slot will be re-booked at a new time and if one is not available that you can attend, we will refund your ticket.

We will refund all or some of your tickets in full as requested, [or offer you a credit voucher or exchange], if you cannot attend the garden because you or someone in your party has tested positive for Covid-19, if you have been asked to isolate as part of the government's track and trace system, or if there is a national or local lockdown or other government restrictions that mean we cannot hold the event or you cannot travel to the garden. All refunds, credit vouchers and exchanges are subject to our normal terms and conditions. You will need to provide us with evidence to support your request, such as your track and trace notification.

What happens if it is poor weather on the night?

The event will still run, unless there are high winds and the garden is closed. Tickets will only be moved or refunded if the event is closed.

How early should I arrive?

Please arrive at the Garden Entrance ten minutes before your chosen time slot. If you would like to arrive earlier than this, you are welcome to visit our Shop and Plant centre, browse the variety of trade stands or have a hot drink at the Coffee Shop.

What if I arrive late or miss my slot?

Due to the high volume of visitors we are unable to guarantee admittance and are not able to transfer your time slot.

Where do I queue?

Please head to the main entrance at Wisley as usual and follow directions from an RHS member of staff.

How long is my slot?

Your slot is as long as you would like to stay in the Gardens until close at 8.30pm.

How long does it take to walk the Glow route?

Approximately one hour.

What if I lose my ticket?

If you lose your ticket, please contact wisleyglow@rhs.org.uk and we can re-send this to you.

Special Requirements

If you require assistance please contact wisleyglow@rhs.org.uk prior to your visit

Can I take my pushchair into the event?

You are welcome to bring your pushchair into the event.

When are the quieter times for visiting?

We advise booking an early slot at 4pm or the final slot at 7pm. The event is popular at the weekends and during the school holidays.

Will catering will be available?

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