



Giant Houseplant Takeover Terms, Conditions and FAQs 25 Jan – 1 March 2020

Timed Ticket information

Timed tickets are now available for weekends and half term.

Do I need to book a ticket?

If you wish to come at a specific time to guarantee entry at the weekends and half term, then pre-booking is essential. A general admission entry is available at all times during the event and no pre-booking is necessary for this.

What if the time slot I want is unavailable?

You can just turn-up on the day and queue as normal via the general admittance entry point.

How do I book a ticket?

Please visit rhs.org.uk/gardens/wisley

How much are timed tickets?

Free, but they do not include garden entry. Normal garden entry will still apply on arrival.

Do children need a timed ticket?

Yes. All visitors need a timed ticket if they wish to attend at a certain time, including children under 5.

Does this ticket include Garden entry?

No, you will still need to purchase a ticket to enter the Garden unless you are an RHS member.

Can I book a ticket on the day?

No, you will need to book your timed ticket at least one day before visiting the garden.

How early should I arrive?

Please arrive at the Glasshouse 10 minutes before your timed slot to avoid disappointment.

How long does it take to get from the Garden Entrance to the Glasshouse?

Approximately 15 minutes walking at a steady pace. We recommend that you arrive at the Garden Entrance **at least half an hour before your allocated ticket time.**

What if I arrive late?

Unfortunately, you will have to join the general admittance entry.

What if I miss my timed ticket slot?

Unfortunately, you will have to join the general admittance entry.

Where do I queue?

Please head to the Glasshouse and follow directional signs for 'Timed Tickets'.

How long is my slot?

Your time slot is for 30 minutes, however if you arrive to the queue after the start time specified on your ticket, you will be asked to join the general admissions entry.

What if I want to spend more than 30 minutes?

It is best to visit during an off-peak time Monday – Thursday (excluding half term 15 – 23 February)

What if I lose my ticket?

Unfortunately if you lose your ticket you will need to join the general admittance entry.

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

Please e-mail wisleyevents@rhs.org.uk to change your time slot.

How many people does the ticket admit to the event?

Each ticket admits one person for the time specified on your ticket only. All visitors (including children under 5yrs) must have their own valid ticket.

Is the event accessible?

Yes, the event is all on the lower level of The Glasshouse

Special Requirements

If you require assistance please contact us prior to your visit at wisleyevents@rhs.org.uk or call 01483 226508.

Can I take my pushchair into the event?

Pushchairs cannot be taken into the Tropical section of the Glasshouse, so please plan accordingly. There is a buggy park located outside the Glasshouse and you will be requested to leave any pushchairs there.

Houseplant Questions**What are the aims of The Giant Houseplant Takeover event?**

To inspire visitors to grow more houseplants by showing them the wide variety available and innovative ways of using them.

Where do the plants come from?

Sourced from a well-known houseplant nursery in The Netherlands.

Who designed the house and planting elements?

One of The Glasshouse team has designed the house and an external film set designer. The Glasshouse team has created the planting elements.

What can visitors expect to learn from The Giant Houseplant Takeover?

To learn more about houseplants, how to grow them in innovative ways.

What are the best and easiest houseplants to grow?

Sansevieria are great, as they need relatively little attention and water, perfect when you are away on holiday. They grow slowly so will not out-grow the space in your home too quickly.

Where can I buy the houseplants on show?

From the RHS Wisley Plant Centre.

What happens to the plants once the event has ended?

The plants will be reused in The Glasshouse for future displays and planting.

Event Questions**Why aren't pushchairs and prams allowed into the event?**

As the event is very busy, we cannot allow pushchairs into the House set design for Health and Safety reasons. Unfortunately, this is non-negotiable and visitors are requested to leave their pushchairs in the buggy park outside the Glasshouse.

Why have I had to queue to get into the Event?

The House element of the event has a maximum capacity, which is a legal requirement for Fire, Health, and Safety Regulations. We cannot allow the number of people to go over the maximum capacity so as soon as we are near that number we put the queue system into place.

Do not forget that timed tickets are available to book during weekends and half term of the event. To book early to avoid disappointment and beat the queues please visit rhs.org.uk/gardens/wisley

I'm a member, why do I have to Queue?

The majority of visitors to the event are members so unfortunately it is not possible to allow members in without queuing, or to have priority within the queue.

Are tripods allowed in the event?

Photographers are welcome, we strongly advise against tripods as the Glasshouse is often at capacity during this event. Tripods are not prohibited but if they cause an obstruction in any way during the event the photographer will be asked to remove it.

Why are Wheelchairs allowed into the event when pushchairs aren't?

We have a duty to allow people with a disability to have access to the event so wheelchairs are allowed. The daily event manager will assess the capacity in the Glasshouse to make sure wheelchair access is safe for everyone within the event.

It's raining outside, can I leave my pushchair inside the Glasshouse?

We cannot allow pushchairs inside the glasshouse due to the capacity limits and therefore this would cause a Health & Safety issue. We advise you come prepared for all weathers as an outdoor venue and a suitable rain-cover.