

Christmas Glow

Information and FAQs

1 December 2018 – 2 January 2019

This year booking a time slot for the Christmas Glow event will be essential. 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 1st December – 2nd January (excluding the 24th & 25th December).

The first time slot is at 4pm and the last time slot is at 7pm for an 8pm close.

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 Christmas Glow event.

Does my Christmas 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 time slot.

Non-members:

£14.50 – Garden admission during the day

£11 – Christmas Glow timed ticket (includes £1 priority booking fee)

Members:

Free – Garden admission during the day

£1 - priority booking fee for Christmas Glow

Why has Wisley introduced time slots for this event?

Based on visitor feedback time slots have been introduced for the 2018 event. This is to enhance the visitor experience, ensuring everyone can enjoy the event at a relaxed pace.

Do I need to book a ticket?

All visitors to the event, including members and their guests, must 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/wisley

How much are timed tickets?

Non-members: £11 (includes £1 priority booking fee)

Members & guests: £1 priority booking fee per person

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.

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

Please contact wisleyevents@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 – 5.30pm.

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

Unfortunately tickets are non-refundable.

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, browse the variety of tradestands or grab 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 8pm.

How long does it take to walk the Glow route?

Approximately 45 minutes at a slow pace.

What if I lose my ticket?

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

Is the event accessible?

Yes, the route through the garden is fully accessible.

Special Requirements

If you require assistance please contact us prior to your visit.

Can I take my pushchair into the event?

You are welcome to bring your pushchair into the event.