

Magical Millbrook Grotto – Frequently Asked Questions

Car-parking

There is plenty of free car-parking available on site. Please be aware that car parks may get busy at peak times so we would advise arriving at the Garden Centre 30 minutes prior to your grotto booking.

How long does it last?

The grotto experience lasts approximately 20-30 minutes.

Do I have to pay for my child aged under 24 months?

If your child is aged under 24 months and does not want a present from Santa, they can enjoy the grotto ride free of charge as long as they sit on an Adult lap. All Adults must have a valid ticket.

Are there disabled facilities?

Disabled car-parking and toilets are available. There is limited access to the sleigh ride in the grotto although the rest of the grotto is accessible. Please contact us to discuss your needs and we will make every effort to accommodate you.

Can I bring a push chair?

It is possible to bring a push chair to the Garden Centre but it will need to be left at the entrance of the grotto. Millbrook accepts no responsibility for personal belongings.

Are all tickets the same price?

Tickets are £11 each for children and £4 each for adults. Children must be accompanied by a paying adult. Siblings under 24 months can enjoy the grotto ride free of charge with their brother or sister if they sit on an adult lap. Please note, however, that as no ticket has been issued they will NOT be entitled to receive a gift from Santa. No entry will be allowed to the event without a valid order confirmation email (print out, electronic copy) or a valid Ticket Reference Number.

I cannot make the time I have booked can I exchange it?

Refunds can only be made at least 1 week prior to the event. Where possible we will exchange tickets for an alternative date or time up to 48 hours prior to your booking time depending on ticket availability at all 3 of our centres. No refunds or time extensions will be made for late arrivals or non-arrivals. If you would like to request a refund or exchange within the above timescales, please email online@millbrookgc.co.uk quoting your booking reference and surname.

Will I be able to purchase food and drink?

There will be food and drink available to purchase in the Garden Centre during the normal opening hours.

Can I take photographs?

There will be an opportunity to take a photo at the beginning of your grotto experience. Please look out for the sign. There will also be professional photos being taken which will be available to purchase at the end of your experience.

I am a carer, do I have to pay for a ticket?

Please contact the centre you wish to visit to discuss your needs. We will arrange to take payment and issue you a ticket. We allow 1 carer per child, all children must have a valid ticket.