

## A Magical Christmas Experience - FAQ's

### 1. Where can I purchase tickets for A Magical Christmas Experience at Titanic?

Father Christmas and his Elves' Workshop will be welcoming families to Titanic Belfast from Friday 23<sup>rd</sup> November until Sunday 23<sup>rd</sup> December (inclusive). If you would like to visit us on any of these dates, please contact us on +44 (0)28 9076 6386 or book online [here](#). Please note that payment is required in full to secure your booking in advance.

### 2. What is the best time to visit?

As our Christmas Experience is a popular event, there will be timeslots available to book your visit. It is anticipated that our Magical Christmas Experience will be especially busy during the week leading up to Christmas and over the weekends, so if you would prefer a quieter time to visit November dates or weekdays before 7<sup>th</sup> December would likely be more suitable.

### 3. How do I get my tickets?

When you book online for our Magical Christmas Experience, a booking reference number will be issued on the webpage and will also be sent in a confirmation email. Please use your reference number to collect your tickets from our ticketing staff or using our self-service kiosks upon arrival at Titanic Belfast.

### 4. Do we have to queue?

All guests are booked into 30 minute timeslots and children will visit Father Christmas in the order they arrive. There will be no 'queue' to visit Father Christmas, instead guests can partake in the rest of our Christmas Experience activities such as Christmas letter writing, festive crafts, listening to magical stories and so on, with children being called forward by our Chief Elf to mark their names on the 'Naughty or Nice List' before going in to visit Father Christmas.

### 5. Can I exchange my tickets?

Unfortunately tickets are non-refundable and non-transferable. If you have any issues with your booking, please contact our Customer Service Team on +44 (0)28 9076 6386.

### 6. Can I buy my tickets on the day?

As our Magical Christmas Experience is a popular event, it is recommended to [book your tickets](#) in advance of your visit. Titanic Belfast cannot guarantee availability for tickets on the day.

We would strongly recommend you book ahead for visits at the weekend or for visits the week leading into Christmas.

### 7. How long does the Christmas Experience last?

There are lots of festive fun activities for all children participate in, as well as the all-important visit to Father Christmas! It is estimated that the average visit to our Magical Christmas Experience can last between 30-45 minutes.

### 8. Do tickets to the Magical Christmas Experience include entrance to the Titanic Experience galleries?

The Magical Christmas Experience is a separate ticketed event. However tickets for the [Titanic Experience](#) can also be purchased online at [TitanicBelfast.com](#) or at the Ticket Service Desk on arrival to Titanic Belfast. Please see [www.titanicbelfast.com/magicalchristmas](http://www.titanicbelfast.com/magicalchristmas) for our special offer!

**9. I have a baby under the age of 2, do I have to buy a full price ticket for them?**

While we do have specially selected gifts for children aged 0-2 years, we appreciate some visitors may not wish to avail of the gift or receive an individual photograph with Father Christmas for 'babes in arms' (aged 0-2) and so will offer the option for them to accompany siblings free of charge.

**10. When will Father Christmas arrive and will there be an event for the Christmas Lights?**

This year there will be no official light 'switch-on' event, however Father Christmas and his Elves' Workshop will be welcoming families at Titanic Belfast from 23<sup>rd</sup> November 2018.

**11. What is included within the child ticket?**

Child (under 13yrs) includes:

- Juice and Shortbread
- Storytelling with Mrs Claus
- Festive Arts & Crafts
- Traditional Games & Activities
- Christmas Trails (Parent & Child/Sensory)
- Christmas Letter Writing
- 'Naughty or Nice' list check with our Chief Elf
- Individual Photo with Father Christmas (and print)
- Individual Gift and Candy Cane

**12. Is it possible to have a family photo taken?**

A Child Ticket includes having an individual photo taken with Father Christmas. You can opt for a family photo instead.

