



Grotto FAQs

How much does it cost?

£12.99 per child.

Do I have to buy a ticket for a baby?

Yes, if you'd like your baby to receive a present from Santa or if the baby is the only child entering the Grotto with accompanying adults.

No, not if your baby is accompanying other children and you do not wish for them to receive a gift.

Do I need to buy a ticket to accompany my child?

No, you do not.

What is included in the ticket price?

The ticket includes an age-appropriate gift, a button badge, a balloon, a 10% discount voucher redeemable in our shop and restaurant, plus free entry into our prize draw for a festive hamper (upon completion of our quiz).

What is the maximum party size?

For the best Grotto experience, we recommend a maximum group size of six people to ensure ample space for your party, Santa, and his elves, while adhering to social distancing measures. For larger groups, please book extra time slots accordingly.

If I miss my time slot, can I join a later one?

We understand that delays can occur. If you miss your slot, please contact us as soon as possible at 01626 831 313. We'll try to accommodate you in the next available time slot, subject to availability.

Will you provide a refund or transfer for my pre-booked tickets if I need to cancel my booking?

Yes, we offer refunds or transfers up to 3 days before your booked slot. However, we operate a no-refund policy for non-COVID-related cancellations after this period. Please notify us 48 hours in advance via email at enquiries@houseofmarbles.com. All refunds are subject to House of Marbles' discretion and require 3-5 working days for processing, Monday to Friday.

Are dogs allowed in the Grotto?

No dogs are allowed into **Santa's Grotto** sessions, except for Assistance Dogs.

However, well-behaved dogs (on the nice list) will be welcomed into the Grotto during our **Santa Paws** event sessions on the 18th and 19th November 2023*.

Dogs are always welcome in other areas on site and well-behaved dogs are permitted in the conservatory area of the restaurant.

**Dogs attending Santa Paws need to have a pre-purchased ticket (per dog). If you're booking a Santa Paws slot, your four-legged friend takes centre stage. Specific time slots for Santa Paws can be found in our Events Calendar.*

Can I take photos in the Grotto?

Yes, you may.

How long does it take to visit the Grotto?

A visit to our Grotto takes approximately 15 minutes. Please allow extra time to complete quizzes, fill in activity sheets, add wishes to the wishing tree, and post letters to Santa.

Are there any SEND sessions / disability-friendly spaces available?

Yes, we've already set aside some special sessions so we can ensure your visit is nothing short of magical.

We ask those who know they'll require more time and attention to get in touch with us on 01626 835285 or via email on enquiries@houseofmarbles.com. This is so we can discuss your requirements and tell you about what we can do to meet your needs.

Do you accommodate larger groups?

Yes! We can accommodate some groups with 5 or more children, or where there may be more adults than usual, on request.

Please contact us on us on 01626 835285 or via email on enquiries@houseofmarbles.com to find out more.

"Please be advised that the Frequently Asked Questions (FAQs) and the Terms and Conditions (T&Cs) governing the Grotto Event are subject to modification, amendment, or revocation at any time at the sole discretion of the event organisers. The most current and prevailing version of these documents shall at all times be accessible and made publicly available on the official online website. Any newer versions of these documents supersede all previous versions. Your continued participation in the Grotto Event constitutes acceptance of any changes to the FAQs and T&Cs.