

MAGICAL WOODLAND COVID-19 PROCEDURES

You can book with confidence for Magical Woodland Light Show. Come along knowing that the safety and wellbeing of our visitors and staff is of the utmost importance to us and we will continue to monitor and respond to the coronavirus (COVID-19) pandemic situation as it evolves.

Current plans in place for the comfort and reassurance of our visitors include:

- Reducing the number of tickets on sale within each time slot from previous years, to allow visitors more space
- Limiting the numbers of tickets to 6 per customer to try and encourage the groups to meet current guidelines. Removing Group tickets from sale as of Wednesday 9th September after government announcement.
- Reducing the necessity to queue.
- Revising the trail route to manage visitor flow, and implementing a one-way system
- Minimising the use of interactive installations to avoid touch activated elements, and having hand sanitisation stations where appropriate
- The catering facilities are under review and all vendors will be asked to make their own preparations to comply with the most up to date guidelines.

In the unlikely event that we need to cancel Magical Woodland, we will postpone the event until we can safely open it. In that case we will offer to transfer your tickets to the rearranged dates.

We ask all guests to be understanding that we may have to take further steps with limited notice. We apologise for this and will do our best to keep any inconvenience to a minimum.