

## Glow Marwell - Frequently Asked Questions

### What is Glow Marwell?

A wondrous light experience, Glow Marwell is set to transform Marwell Zoo with a dazzling display, featuring around 250,000 LED lights. Glow Marwell will transport you on a magical journey of lights, sounds, and surprises.

#### **1. How do I book tickets for Glow Marwell?**

Glow Marwell tickets are booked via our website link [here](#). All guests need to book a timed entry slot online - even under threes and carers. Please make sure you book the right time, date, number of guests and check the weather before you book, as bookings are strictly non-refundable and non-transferrable to another date. We are unable to admit guests who have not pre-booked a ticket prior to arrival. If a date is "greyed out" it is full.

You will need to choose a timed entry slot for your visit:

Either 5pm, 5.30pm, 6pm, 6.30pm or 7pm. Last entry is 7pm.

To avoid overcrowding on entry and exit, please do not arrive earlier than your time slot. Tickets are valid for the time slot purchased only and are strictly non-refundable and non-transferable.

#### **2. Why do I have to book a time slot to attend Glow Marwell?**

We have entry time slots every 30 minutes from 5.00pm – 7.00pm. We want all guests to enjoy a safe and comfortable experience, feeling relaxed and able to enjoy the experience.

#### **3. Where can I park?**

Please park in the main car park from 4.30pm. However, access to the event will not start until 5.00pm.

#### **4. If I have a day ticket the same date as my Glow Marwell ticket, can I stay in the zoo after closing?**

All day guests will need to exit the zoo by 4pm. Our teams will then prepare the park for the first time slot of 5pm for event attendees.

#### **5. Is there a discount for Members?**

Our annual members will have exclusive 'early bird' access to book in advance of tickets going on general sale. This special event does not offer a discount.

#### **6. Will the lights be visible in the day?**

No, the Glow Event will start from 5.00pm

#### **7. If I can't come, can I reschedule my tickets to another date?**

Glow Marwell tickets are strictly non-transferrable. In the event guests are unable to come due to any circumstance, we unfortunately cannot transfer tickets to another date.

**8. If I have to cancel, will I get a refund?**

Tickets to Glow Marwell are strictly non-refundable.

**9. Do I have to book tickets for my under 3-year-old?**

Children under 3 are very welcome to visit Glow Marwell. However, you will need to book a timed entry slot.

**10. Can I show my Tickets on my phone on entry?**

Yes, please have the tickets ready for scanning on your mobile phone at admissions.

**11. I didn't receive my e-confirmation what should I do?**

Please check your junk folder, and if you still cannot see your e-tickets then please email us quoting your booking reference number.

**12. Will Glow Marwell still open if it is raining?**

Yes, Glow Marwell will still run in wet weather. Just ensure you wear clothing suitable for the weather.

**13. Can I bring a torch or other lights with me?**

We ask guests not to bring lights of any kind into the event, including torches on mobile devices. The lights and colours we are using for Glow Marwell have been specifically designed to ensure the safety, comfort and welfare of our animals.

**14. Will there be any strobe lighting as part of Glow Marwell?**

There will be no strobe or flashing lights in this event. The lighting has been designed to create coloured soft Glow effects and to be as accessible as possible.

**15. Will there be any loud music or noise?**

No, there will be no loud noises. Some background music will be played at certain points, but at a low level.

**16. What time does the event finish?**

Glow Marwell guests will be able to access pre-booked time slots from 5.00pm – 7.00pm, last entry onto the Glow Marwell route will be 7.30pm with the event closing at 9.00pm.

**17. Can I see the rest of the zoo and animals as part of the event?**

Glow Marwell consists of a set route which you will be asked to follow. It will not be possible to see any of our animals during the event. If you would like to see the animals at Marwell, then please visit us during the daytime.

**18. Is Glow Marwell suitable for wheelchair users and guests with accessibility requirements?**

The Glow Marwell route has been designed to be accessible for wheelchairs and mobility scooters. Please see our accessibility statement [here](#).

**19. Can I bring an assistance dog?**

Fully trained assistance dogs are welcome, Please see our accessibility statement [here](#).

**20. Will there be catering available at Glow Marwell?**

There will be a variety of catering options available for guests to enjoy. Payments are by card only and we would really appreciate you using contactless (£100 limit) wherever you can.

**21. Will the Gift Shop be open as part of Glow Marwell?**

Yes, the gift shop will be open to all guests attending Glow Marwell. The Gift shop will close at 9.00pm. Payments are by card only and we would really appreciate you using contactless (£100 limit) wherever you can.

**22. Is First Aid available for this event?**

Yes, first aid support is available throughout the event. Please ask any member of staff.

**23. Is the road train running?**

No, the road train will not be running as part of the Glow Event.

**24. Are the toilet facilities open?**

There are toilet facilities available on the Glow route, including accessible toilets and baby changing facilities.

**25. Are the playgrounds open?**

No, our playgrounds will be closed.

**26. Will there be a Father Christmas experience as part of Glow Marwell?**

No, this year Father Christmas is unable to attend.

**27. Can I upgrade my Glow Marwell tick to Annual Membership?**

Yes, Guests will be able to upgrade their glow event ticket to an annual membership on the day of their visit or up to 14 days after the date of visit. We will need your receipt/booking and we will deduct your ticket price off the membership price.