

Frequently Asked Questions

Glow Marwell 2023

How do I book tickets and what do I need to know?

All tickets must be prebooked including under threes and carers. Please make sure you book the right date, number of guests and check the weather before you book as tickets are strictly non-refundable and non-transferrable to another date. Please remember, payments at the zoo are by card only.

We will be unable to allow anyone entry who has not prebooked via our website for those dates including members, under 3s and free carers. All other ticket types such as complimentary and third-party tickets will not be valid (full list below).

Only prebooked tickets on our website are valid for these special Glow event days. The tickets below are NOT valid:

Complimentary tickets, raffle prize tickets, adoption tickets, school tickets, home education tickets, gift tickets, agent tickets, advanced group tickets, advanced tickets, Kids Pass and tickets purchased through a third party, reciprocal zoo visits.

What about if the weather is really bad?

The Glow must go on! Even in the rain the event will still run, so wrap up warm and bring your waterproofs. We'll make sure you still have a wonderful time! Our undercover picnic lodges will be open.

What time can I arrive?

Glow Marwell is open from 1pm until 8pm. Glow Marwell tickets include a free zoo visit from 1pm until 4pm when you can enjoy our animals, adventure playgrounds, delicious festive treats and even a visit to Father Christmas (subject to availability and £10 per child). Last entry to Glow Marwell is 6pm and the route closes at 6.30pm.

When does Glow Marwell start?

Glow Marwell will start from 4pm and we advise guests who are visiting us during the day to return to the main entrance to start the route for the most magical experience. The event follows a carefully planned one-way route which takes you around the front loop of the zoo. Please stick to this route for your safety and to ensure the wellbeing of our animals.

We've carefully planned our trail to ensure you enjoy all the magic without the glare so please follow the path in a clockwise direction to make sure you get the most out of our magical event. Remember, earlier times will be popular with little ones!

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

Unfortunately, you won't be able to see any of our animals during the lights event. If you'd like to see them, please visit between 1pm and 4pm. Our animal houses and adventure playgrounds will be closed at 3.30pm.

There will be lots of festive treats on offer at our catering outlets and the gift shop will be open so you can get some Christmas shopping done and take home a souvenir.

Can I bring a torch or other lights with me?

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

Can I take photographs?

Yes, please do and don't forget to share them with us on social media using #GlowMarwell.

Can I visit the zoo during December?

The zoo will close to day guests on all Glow Marwell event days from Friday 24 November – Saturday 25 November, Friday 1 December until Saturday 23 December and Wednesday 27 December to Saturday 30 December.

Marwell is a registered charity at the forefront of conservation work around the world. Glow Marwell is an important event which supports this work, providing a valuable contribution to our projects to conserve species and habitats, both here in Hampshire and overseas.

We need to adjust our opening times so we can ensure the welfare of both our animals and our dedicated teams around the zoo. As Glow Marwell is an evening event, our trained teams need to be available in the evenings to care for the animals and ensure they are comfortable during a time when things are a little different at the zoo. By opening later, we can ensure our hard-working staff receive sufficient rest breaks so they are not working in excess of their normal working hours. Thank you in advance for your understanding.

Don't forget the zoo will be open from 10am to 4pm as normal from Sunday 26 November until Thursday 30 November and on Sunday 24 December and Sunday 31 December. We'll make sure to keep you posted on any animal news on our social channels and through our newsletter.

Our valued Annual Members

We're delighted that the zoo will also be to Annual Members from 1pm until 4pm on Glow Marwell event days except selected Saturdays (25th November, 2nd December, 9th December, 16th December and 23rd December). You must prebook this 1-4pm slot via our website and please bring your membership card.

We appreciate Annual Members will be missing out on one day in November and four dates in December, so we have automatically added an extra month to your membership as a thank you. For more information and a handy calendar showing which days you can visit, please see the Members Corner section of our [website](#).

Father Christmas

When and where can I see Father Christmas?

Father Christmas will spread his festive cheer on selected dates; Saturday 2 December, Sunday 3 December, Monday 4 December, Saturday 9 December, Sunday 10 December, Monday 11 December, and every day from Saturday 16 December to Saturday 23 December subject to availability.

He will be in his festive woodland cabin between 1pm and 7pm with the queue closing at 6.15pm.

How do I book Father Christmas and how much does it cost?

We're inviting guests to simply turn up and pay for Father Christmas on the day subject to availability. (Card payment only.) Tickets cost £10 per child (0-17) and include a gift. Our elves will welcome a maximum of six people per group due to space but please make sure there's at least one paying child per group! All children 0-17 must be accompanied by an adult.

The queue will close at 6.15pm. Thank you for your understanding.

Can we take photos inside the Grotto?

Yes, please do, and don't forget to share them with us on social media using #GlowMarwell

Our members

Can I visit the zoo as normal on Glow Marwell event days?

The zoo will close to both members and day guests on all Glow Marwell event days from Friday 24 November – Saturday 25 November, Friday 1 December until Saturday 23 December and Wednesday 27 December to Saturday 30 December.

We appreciate you will be missing out on two days during November and 27 days in December so we'll automatically add an extra month onto your membership.

Why do you have to close the zoo to members and day guests for Glow Marwell?

Marwell is a registered charity at the forefront of conservation work around the world. Glow Marwell is an important event which supports this work, providing a valuable contribution to our projects to conserve species and habitats, both here in Hampshire and overseas.

We need to adjust our opening times so we can ensure the welfare of both our animals and our dedicated teams around the zoo! As Glow Marwell is an evening event, our trained teams need to be available in the evenings to care for the animals and ensure they are comfortable during a time when things are a little different at the zoo. By opening later, we can ensure our



hard-working staff receive sufficient rest breaks so they are not working in excess of their normal working hours. Thank you in advance for your understanding.

Don't forget the zoo will be open from 10am to 4pm as normal from Sunday 26 November until Thursday 30 November and on Sunday 24 December and Sunday 31 December. We'll make sure to keep you posted on any animal news on our social channels and through our special members newsletter.

Can members enjoy any special benefits for Glow Marwell?

Yes, we're delighted to be giving our loyal members the chance to book discounted tickets in an exclusive presale one week before the general sale on Monday 19 June.

We'll be offering a special member discount on selected dates, which will be available to book throughout 2023 subject to availability.

These will be;

- Friday 24 November and Saturday 25 November
- Sunday 3 December
- Thursday 7 December
- Wednesday 13 December
- Thursday 14 December
- Monday 18 December
- Wednesday 20 December
- Wednesday 27 December – Saturday 30 December

Member tickets are priced at £13 for children and £17 per adult with premium nights costing £15 for children and £19 for adults.

Our usual membership discounts for catering and our gift shop will still apply for Marwell outlets but will not be valid for third party concessions operating during the event.