

Glow Marwell terms and conditions:

We hope you have a wonderful experience at Glow Marwell. There are just a few terms & conditions you need to be aware of before your visit.

Tickets and admission

- All tickets are valid for the event date booked only. They are non-refundable and non-transferable.
- All guests must prebook tickets to Glow Marwell online ahead of arrival.
- All children **under the age of 17** must be accompanied by an adult at all times while in the zoo.
- An admission ticket for this event will need to be purchased for each person who wishes to participate. Under threes and carers are required to book a ticket. One free entry carer per person with accessibility needs. For more information, please see our accessibility statement [here](#).
- A ticket to Glow Marwell includes **free** access to the zoo from 1pm until 4pm.
- Glow Marwell will start at 4pm, with last entry at 6pm. We advise guests visiting us during the day to return to the main entrance to start the route. Last entry to the route is 6.30pm.
- Once guests have entered the Glow Marwell Trail there will be no exit/re-entry facility.
- Once Glow Marwell starts, you will not be able to see any animals. If you would like to see them, please visit between 1pm and 4pm or on a non-event day from 10am to 4pm.
- Our animal buildings and adventure playgrounds will close at 3.30pm.
- Our car park is free of charge, please park with courtesy for other guests.
- Please be aware that due to the volume of guests expected for this event queuing may be necessary on arrival and on leaving so please do factor this in.
- Please remember for those without a Glow Marwell ticket, the zoo will close to day guests on all Glow Marwell event days. Members can book a 1-4pm zoo visit on select Glow Marwell days. Please see below for more information.

Glow Marwell

- We ask guests not to bring or wear any torches (including those on mobile phones), light up or flashing clothing or accessories. The lights and colours we are using for Glow Marwell have been specifically designed to ensure the welfare of our animals.
- Do not cross any safety barriers.
- No bags to be left unattended under any circumstances.

- The Glow Marwell trail is a carefully planned one-way route which takes guests in a clockwise direction around the front loop of the zoo and must be followed at all times.
- The route is one way, and you will not be able to turn back.
- LED lights are used for this event. If you are vulnerable to photosensitivity or photo-epilepsy, please be aware and plan accordingly. Throughout the trail there will be music, lights and special effects that may not be suitable for some people.
- All activities are subject to availability. Timings may change.
- Glow Marwell tickets do not include a visit to Father Christmas.
- During the event, our [standard entry Terms & Conditions](#) also apply.

Father Christmas

- Father Christmas will be at the zoo on select dates and subject to availability. These are: 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.
- Guests can buy tickets for Father Christmas on the day only subject to availability. (Card payment only.) Only guests with a Glow Marwell ticket can purchase a ticket for Father Christmas.
- Tickets cost £10 per child (0-17) and include a gift.
- Tickets for Father Christmas are non-refundable and non-transferable.
- Our elves will welcome a maximum of six people per group at a time including infants and children due to space limitations. Larger group sizes will be asked to split to visit Father Christmas.
- Please make sure there is at least one paying child per group.
- All children 0-17 must be accompanied by an adult.
- The queue will close 45 minutes before the end of the session at 6.15pm.
- Each group will spend between 3 and 5 minutes with Father Christmas.

Our loyal members

- We're delighted that the zoo will also be open 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 (that purchased before 2 December 2023) 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](#).

- Our members can book discounted tickets to Glow Marwell on selected dates subject to availability.

These are 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 available for those with a valid membership card only.

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

Marwell Zoo management reserves the right to close all or any part of the event as necessary without prior notice.

All terms and conditions, activities, dates and times are subject to change without notice.