



Santa's Grotto at The Children's Trust – FAQs

Key Event Details

When is the event?

Santa's Grotto at The Children's Trust will be held on Saturday 28 November 2026, running from 1pm to 6pm.

Where is the event held?

Santa's Grotto at The Children's Trust will be held at The Children's Trust specialist rehabilitation centre, Tadworth Court, Tadworth Street, Tadworth KT20 5RU

Tickets

How can I buy my tickets?

The tickets can be purchased via this link: [Santa's Grotto at The Children's Trust | The Children's Trust](#)

By attending this event you are helping to raise vital funds for children with brain injury and neurodisability.

How do I contact my ticket provider?

If you would like to contact them, please email events@thechildrenstrust.org.uk.

Am I able to buy tickets on the day?

Yes tickets will be available for purchase on the day however to avoid disappointment as Santa's Grotto slots are limited, you are encouraged to purchase tickets in advance.

What is the cost of the event?

A child ticket (aged over 1 years of age) is £20.00 per child.

'My First Christmas' ticket for those children aged under 1 years of age is £12.50 per child.

Entry for accompanying adults is complimentary. Please note, there is a maximum of 2 accompanying adults allowed per child ticket. Additional tickets can be purchased for adults to attend the event, however there will be a maximum of 2 accompany adults allowed per child to visit Santa's Grotto.

What ages does a child ticket cover?

A ticket will need to be purchased for all children attending the event. A child ticket will need to be purchased for any child over the age of 1 years of age – please select 'Santa's Grotto Child' Ticket.

For children aged under 1 years of age, please select 'Santa's Grotto My First Christmas' Ticket.

What does my entry ticket cover?

The purchase of a ticket to our *Santa's Grotto at The Children's Trust* includes entry to our Santa's Grotto, and a range of festive activities including story time with Santa's elves and Mrs



Claus; write a letter to Santa; opportunity to create their own festive decoration to take home; and meet Santa in his magical Grotto to share all their wishes for the festive season, and festive gift. Additional activities will be available.

How do I purchase carer tickets?

Carers can attend for free. You can request your free carer's ticket by emailing the Events Team with the following details –

- Your name
- Your address
- Your booking reference number
- A copy of any of the following documents:
 - Confirmation of middle or higher rate of Disability Living Allowance (DLA)*
 - Confirmation that you receive the Standard or Advance rate of Personal Independence Payment (PIP)*
 - Certification of being registered blind or partially-sighted*

Please make sure that you include one of these documents, as we won't be able to provide a ticket for your carer without it.

**The organisers reserve the right to check a person's eligibility under the Disability Discrimination Act (DDA).*

We will send your free carer ticket via email to you before 27 November 2026.

I can no longer attend the event, can I be issued a refund?

Tickets are non-refundable, and non-transferrable.

What does the time mean on my Santa's Grotto at The Children's Trust booking?

The 'session time' is your starting time for your Santa's Grotto visit. Please arrive at least 15 minutes before your session to avoid disappointment.

Session times are fixed, and cannot be amended.

You are welcome to arrive at an earlier time, and join in the festive activities taking place.

Can adults attend the Santa's Grotto at The Children's Trust?

Yes an adult must accompany the child at all times. Please ensure a 'Santa's Grotto Accompanying Adult' ticket is booked at the time of booking. Please note, there is a maximum of 2 accompanying adults allowed per child ticket.



General

Is the event accessible?

The event is fully accessible for wheelchairs and pushchairs. Please be aware that some of the event site is on grass and uneven ground. If you are a Blue Badge holder, please contact our Events Team (events@thechildrenstrust.org.uk) to request a carparking space. Our marshals will then allocate you a carparking space as near to the event site as possible. There are also accessible toilets onsite.

Is there parking available?

Unfortunately there is **NO** parking onsite, unless you are a blue badge holder. There are carparking spaces on local roads in the close vicinity of The Children's Trust site. We politely ask that you respect our local residents when parking your vehicle and park considerately, respecting the Highway Code.

Can I bring my own food and drink?

Unfortunately, we do not allow food and drink to be brought in from outside. There will be food and drink available to purchase onsite at the event.

Is the event likely to go ahead if it rains?

The event will go ahead in any weather conditions, so please be mindful of appropriate clothing for the forecasted weather. Some activities will be held indoors and under shelter in gazebos.

Are dogs welcome?

Unfortunately dogs, with the exception of guide dogs pre-agreed with the Events Team, are not permitted onsite for this event.

If you do require the assistance of a guide-dog during your visit, please contact the Events Team events@thechildrenstrust.org.uk

Do I need to bring anything?

Please bring along your ticket confirmation for entry to the Event, including your time slot for Santa's Grotto.

Please wrap up warm as some event areas are outside!

What payment methods will be accepted at the event?

You will be able to use both cash and card at this event.

Will I be informed of any major changes to the event?

Yes, any major changes to the event will be posted on our social pages and on our website. We will also be sending an email to ticket holders the week of the event. Please do keep a look out and add us to your 'safe senders' list!

Instagram @childrens_trust

Twitter @Childrens_Trust

Facebook @childrenstrust



Are drones permitted?

No drones are permitted into the venue, and anyone found with a drone will be asked to leave the venue with no re-admittance.

Supporting the Event

I am a business owner and am interested in supporting the event. Is this possible?

If you are interested in hearing more about how you can support our Santa's Grotto at The Children's Trust, and raise vital funds for children with brain injury, please contact our Events Team at events@thechildrenstrust.org.uk.

I am a business owner and am interested in having a stall at your event. Is this possible?

If you are interested in becoming a stallholder at our Santa's Grotto at The Children's Trust, please contact our Events Team at events@thechildrenstrust.org.uk

Do you need volunteers? If so, how can I help?

We are always looking for volunteers, to find out how you can help please contact our Events Team at events@thechildrenstrust.org.uk

