

Christmas Light Trail FAQ's

Booking and Parking

When is the Light Trail on

The Light Trail opens on 2nd – 6th, 9th – 13th & 16th – 20th December from 5pm – 9pm

How do I book the Light trail

There is no booking for the Light Trail. The trail is free to enter (Parking fee applies)

How much is parking

Parking fee is £8.80 per vehicle

Can I pay for parking on the night

Yes, you can although we do advise to pre-pay your parking, this will save time and any queues on the night. You can pre-pay here: <https://www.pembreycountrypark.wales/parking-annual-parking-permits/>

I am a Parking Permit holder, do I need to pay additional parking

No, you have already paid for a year with your parking permit

Where will the parking be?

Parking will be in Monks Field turn left after the barrier and you will see the team to direct you to a space

Will there be disabled parking

Yes, please notify a team member on arrival at the parking area. The disabled parking area is at the side of the trail entrance

Can I get a refund for pre-paid parking of I don't turn up

No, we are unable to refund no shows for parking

Will the Trail be cancelled if it is raining

No, the event will not be cancelled but we advise you dress for the weather. The trail will only be cancelled due to adverse weather conditions such as high winds and low-lying fog through the trail

Activities and Father Christmas

Do we have to book to see Father Christmas

Yes, you are required to pre-book. We cannot guarantee walk in slots available on the night although slots may be available but depending on the queues at the time: You can pre-book here:

<https://www.pembreycountrypark.wales/whats-on/whats-on/visit-santa-in-his-winter-cabin/>

Where will Father Christmas be

Father Christmas will be in his woodland Cabin which is about halfway through the Light Trail by the Hot Chocolate cabin

Are you doing a sensory session

Yes, we have reserved 2nd, 9th & 16th December for the Sensory Session Evening, you can also visit Father Christmas this evening by booking here:

<https://www.pembreycountrypark.wales/whats-on/whats-on/visit-santa-in-his-winter-cabin/>

How long is the Tubing session

Tubing is a 30min session for 6yrs and over

What is the age limit for Toboggans

The minimum age is 3yrs, all children aged 3 – 8 must be accompanied by an adult on the Toboggans. Toboggan after dark can be booked between 4pm and 6pm after this time it will be pay and queue.

Will there be any Craft stalls?

We have various Christmas stalls with crafts and gifts each night during the light trail

Will there be a fun fair

Yes, we have a fun fair with suitable rides for younger and older children

Can I get a refund for an activity if I can no longer attend

No, all activities are non-refundable

What if the event is cancelled due to adverse weather what happens to my bookings?

We will try and accommodate you on another night but some things like tubing have limited slots, parking and Father Christmas will be accommodated on a different day. If we cannot accommodate you, you will be refunded.

The trail

Where is the start of the trail?

The start is outside of the Ski & Activity Centre

How long is the trail

Everyone who enjoys the trail at different speeds, most families will take about 30-45 mins, it isn't a long walk but we invite you to enjoy all the displays

Is the trail suitable for wheelchairs and prams

The trail is uneven in parts as the trail takes you through the woodlands, if you experience any problems please let a member of the team know and we can assist. We do have adaptive wheelchairs available to borrow if required. Please speak to a member of the team.

Can I bring a dog?

Dogs are welcome however we insist that they are kept on a short lead at all times and all dog mess is picked up immediately.

Food, Beverages and Entertainment

Will there be food available

Yes, we have food stalls available with our Outdoor Catering and the Hot Chocolate hut within the trail along with other street food options

Is there entertainment?

We have live entertainment within the event tent

Can I pay by card?

We will take cash or card, however in the middle of the woods card signal is more difficult so we recommend bringing cash as well.

Please come and enjoy the light trail, the team work hard to build and make the props for your enjoyment, we just ask that you dispose of your waste in appropriate bins or take it home with you, respect each other and the team.

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