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Christmas at Newstead FAQ's

What is the Christmas offer at Newstead Abbey?

HOUSE OPEN WEEKENDS & SCHOOL HOLIDAYS

SATURDAY 22ND NOVEMBER 25 – SUNDAY 4TH JANUARY 26 (excludes Christmas Day, Boxing Day & New Year's Day.)

Fairytale Christmas decorative rooms in the House at Newstead Abbey

What activities will be available onsite?

Enchanting Christmas at Newstead this December

- Delight in **Fairytale Christmas at Newstead Abbey**, with a self-led walk through our **Historic House**. Discover the '**Fairytale Christmas**' festive rooms by day weekends & school holidays, and enjoy the experience by evening with **House Twilight Tours** on Saturday 13th & Sunday 20th December.
- **Craft & gift fair** on weekends in the run up to Christmas
- Indulge in **Afternoon Tea** at Newstead Abbey.
- **Trail sheet** for children & families
- Group booking for **Christmas at Newstead**, self-led walk, House Tour
- **Storytelling** in the Victorian Kitchen (on select dates)
- Get inspired with **gifts & treats in our cafe & shop**
- Enjoy a **wintery walk** through the park & gardens

From **Saturday 22nd November 25 – Sunday 5th January 26** (House Closed on **25th December, 26th December and Jan 1st**), you'll find festive fun for your family and for every one of all age.

Does the Fairytale Christmas ticket give access to Newstead Abbey for one day?

Yes, the Fairytale Christmas ticket includes access to the Newstead Abbey House & Grounds for the date of your ticket only.

As **Fairytale Christmas** is a * special event, it is not issued as an annual pass ticket.

Any annual pass ticket / rover ticket or season ticket requested would need to be arranged separately, though we would recommend on your future visit to give maximum time on the 12 month annual pass / rover ticket / season ticket.

What dates is the Newstead Abbey Christmas?

HOUSE OPEN WEEKENDS & SCHOOL HOLIDAYS

SATURDAY 22ND NOVEMBER 25 –

SUNDAY 4TH JANUARY 26

What tickets are available & where can I purchase them?

Book Tickets Online now: www.newsteadabbey.org.uk/whats-on

Tickets for Fairytale Christmas and the Afternoon Tea are only available on the Newstead Abbey website via Gigantic. Please [click here to book](http://www.newsteadabbey.org.uk/whats-on) with our ticketing provider Gigantic via www.newsteadabbey.org.uk/whats-on

Fairytale Christmas – i.e House Admission for the Historic House: Adult: £15 and Kids Go Free (15 years & under, up to 3 children per paying adult)

Afternoon Tea: Adult: £30 and Kids £15 (12 years & under) – Please note, the Afternoon Tea INCLUDES the Admission to the House, so Afternoon Tea visitors can enjoy the Festive Room displays throughout the day of their visit, simply by showing their Afternoon Tea tickets. 😊

Being a special event, ticket costs apply to annual pass / season ticket & rover ticket holders. All Annual Pass / Season Ticket / Rover ticket visitors must bring a form of ID to validate the name on the ticket.

Can I book tickets on the day? Or on the door on entry?

Yes, you can book tickets on the day for **Fairytale Christmas**, however, for the quickest / smoothest entry we recommend to book tickets in advance.

For Afternoon Tea, this needs to be booked in advance online only.

What counts as a Child?

A child is someone aged 15 years & under. Each individual requires a ticket, no concessions.

ALL CHILD TICKET HOLDERS MUST BE ACCOMPANIED BY AN ADULT.

What counts as an Adult?

Any visitor that is 16 years or older will require an Adult ticket

Will I need to book tickets if I am an Annual Pass / Season Ticket & Rover Pass Holder?

*Update from **15th December 2025**: Annual Pass, Season Ticket & Rover Pass holders are able to access the Historic House at no additional charge. This includes access to the Fairytale Christmas decorations throughout the House. Parking charges apply.*

Note: This is eligible for the named individuals on their Annual Pass, Season Ticket & Rover Pass. Visitors must bring a form of ID to validate the name on the ticket.

How will I receive my email?

You will receive an e-ticket. You will not receive a physical ticket for this event. Your e-ticket can be added to your wallet, shown on your email or printed off. You must show your QR code on your email on entry.

Please check your junk if you cannot find this email.

I booked my tickets but I didn't get an email with my tickets. What do I do?

In this case, please check your spam, trash and other folders to see if the email landed there instead of your inbox. If you've still not received them, please use the Gigantic order tracker : www.gigantic.com/order-tracker

Although it's preferable and quicker if you are able to simply show your ticket on entry, please be aware, on the day, that we can search by **surname** to find confirmed bookings. Please do however check before arrival to Newstead Abbey that the payment is visible from your bank account, so that you can be confident that the booking completed successfully.

We may request a form of photo or named ID to validate your ticket on entry, so please bring a form ID with you (for instance: photo ID / bank card or bus pass).

Why can't I add enough tickets to my booking?

Unfortunately, if you are unable to add all the required tickets to your booking, the session is almost at capacity. In this case, please try an alternative session.

If a session is showing as "Sold Out" then it is fully booked.

We recommend booking as early as possible to avoid disappointment as many key dates will sell out.

I want to add another ticket to my time slot, but it has now sold out

Unfortunately this means the timeslot is now at capacity, and whilst we appreciate you'd like to go round together, we must limit sessions to ensure everyone gets the best experience possible. Bear in mind that once you are within the Newstead Abbey House during your allotted time slot, you are free to go round at your own pace, therefore visitors can join you inside the Market later on in the day if there is availability.

Additional tickets **may** be released on the day, but not guaranteed and long queue times expected. If any tickets are released, it would be on a first-come, first-served basis, subject to capacity, and entry cannot be guaranteed. Strongly recommended to book in advance and only attend the event if you have a confirmed ticket.

If I am delayed, can I join another slot?

Due to capacity, we will need to prioritise visitors that have arrived within their slot. While we cannot guarantee entry outside of a time slot ahead of time, we would do our best to accommodate you if caused by delays. For anyone outside of their time slot, queues are likely, and we cannot guarantee entry – though we would endeavour to assist with your entry where possible. Please check traffic before you travel and allow plenty of time to get parked and make your way to the entrance of Newstead Abbey.

I've booked my tickets but might be able to make it for a different timeslot. Will I still be allowed to enter?

Due to capacity, we will need to prioritise visitors that have arrived within their slot. While we cannot guarantee entry outside of a time slot ahead of time, we would do our best to accommodate you if you attempt to enter at an alternative time. For anyone outside of their time slot, queues are likely, and we cannot guarantee entry – though we would endeavour to assist with your entry where possible. Please check traffic before you travel and allow plenty of time to get parked and make your way to the entrance of Newstead Abbey.

I've booked my tickets but I'm unable to make it. Can I get a refund?

Tickets are non-refundable or transferrable, due to the terms & conditions on booking.

How can I travel to Newstead Abbey?

Getting here

Newstead Abbey
Ravenshead
Nottinghamshire
NG15 9HJ

Enter via the main A60 gate only.

Road access

Newstead Abbey is located 12 miles north of Nottingham on the A60 close to Junction 27 of the M1. Heading from the M1, follow signs for Sherwood Forest and brown signs thereafter. The postcode for your sat nav is NG15 9HJ.

Public transport

The Robin Hood Line runs from Nottingham to Worksop – via Newstead. Note: if arriving by rail **or on foot**, there is a **1 mile walk down the drive of the estate** (approx. 20 minutes).

For timetables and fares, visit East Midlands Trains or call 03457 125 678.

For other transport services visit: Traveline or call: 0871 200 22 33.

Please see www.newsteadabbey.org.uk/visit for information.

Is there Car Parking?

There are parking facilities onsite charged at £7 for weekends, and £6 for weekdays.

Is it a Dog-friendly event?

Dogs are permitted in the **grounds** of our site, as long as a **dog is on a lead**.

However, please note, being a historic house, inside the buildings dogs are not permitted, unless they are a **Guide / Assistance Dog**. This includes the cloisters which gets exceptionally busy with the Christmas event.

Dogs on leads are welcome in the grounds of Newstead Abbey's Park.

Is the Event and Site Accessible?

The 'Fairytale Christmas' decorated rooms are on the first floor of Newstead Abbey's Historic House. Newstead Abbey is a historical site with stepped access and no lift inside the Historic House. For more information on accessibility, please see: WWW.NEWSTEADABBEY.ORG.UK/ACCESSIBILITY.

The courtyard and toilets are accessible to visitors and the grounds of Newstead Park have paths and a map to help navigate is available here: <https://newsteadabbey.org.uk/wp-content/uploads/2020/06/newstead-abbey-site-map.pdf>

There are blue badge parking facilities located close to the Abbey.

Can I bring a carer?

Yes, a carer that is able to provide a form of proof is able to accompany a visitor, as long as that visitor has paid for their entry:

Adult: £15

Child: £5 (This charge for a child is in the case of when there is a carer is with a child, the child would then not be free but charged as the 'additional child' charge instead – as for the carer to be free, it needs to be accompanying a paying visitor).

Proof of being carer is anything that the person is able to present at all that the visitor is able to provide e.g. it could be a carers card, a PIP / or NHS letter for the individual they care for, or similar guided by the visitor and the circumstance.

While we offer a free carer's ticket with a paying visitor – any additional carers would need to purchase a ticket.

Can I access the Historic House / Fairytale Christmas if I visit for Afternoon Teas?

Yes, your Afternoon Ticker covers for you accessing the Historic House & Fairytale Christmas – although please note opening times for the House : 10 am – 4 pm (last entry 3 pm).

If you wish to attend the Fairytale Christmas / Craft & Gift Fairs in the Historic House, please factor into the times of your afternoon tea, and if you are on the 1.30 pm slot that will not allow time in the House after, we recommended to go round the house well before your Afternoon Tea.

Can I take Food & Drink into the Craft & Gift Fair or the Historic House?

No, being a historic building, food or drink is not permitted inside Newstead Abbey's Historic House at all. This includes the Medieval Cloisters where the craft & gift fair operates, as the cloisters date back to the 12th century and it is important we safeguard it.

There is a wide range of Food & Drink in the café / courtyard for you to relax & enjoy. Picnic food & drink is welcome in the grounds of Newstead Park also.

Note: No alcoholic drinks to be consumed onsite that have not been purchased within the premises, due to licensing laws.

Can I bring Alcohol onsite?

No, due to licensing laws, we are unable to permit any visitors to bring or consume alcohol onsite from outside of the premises.

I am Travelling, am I allowed to bring a Luggage or Large Bags onsite?

We would advise that visitors should **not** bring large bags onsite e.g. suitcases, holdalls or large backpacks. Please be mindful to make provisions for your luggage before you arrive for the event.

Being a visitor venue with historical collection objects onsite, subject to visitor volumes, we will likely ask visitors with large luggage or prams to store on the ground floor on entry. You will not be able to use the pram on the 1st floor of the Historic House, so please prepare accordingly as part of your visit.

Will there be bag / pram measures / checks?

Being a visitor venue with historical collection objects onsite, we reserve the right to do spot checks or bag checks on site as required if necessary, and subject to visitor volumes, we will likely ask visitors with prams to store on the ground floor on entry.

You will not be able to use the pram on the 1st floor of the Historic House, so please prepare accordingly as part of your visit.

What shall I wear?

The Fairytale Christmas is inside the Historic House, which has stepped access throughout, so we recommend comfortable shoes.

To enjoy the grounds, as the Great British weather is unpredictable, we suggest wearing comfortable & waterproof shoes, and a suitable outdoor coat to keep you warm and dry! Essentially, please be mindful of the weather on the day.

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

If the weather presents a hazard and a risk to safety, a decision to cancel any events or close Newstead Abbey may be taken, however, all ticket holders will be notified as below.

We will update our **website site banner** that is visible on all pages at : www.newsteadabbey.org.uk **AND** all ticket holders will be notified by email and **will be informed of options for the ticket.**

Please check your inbox and junk folder in the event of hazardous weather – and check the website banner on the day before you travel in case of any urgent updates e.g. heavy snow in the area.