



THE  
ROYAL  
PARKS

HYDE PARK  
*Winter*  
WONDERLAND

## Personal Assistant (PA) Scheme

We offer complementary Personal Assistant tickets for guests that require assistance. We also have PA Ride Wristband entitling your Personal Assistant to accompany you on your purchased rides. Please note your Personal Assistant Ride Ticket does **not** include fast-track entry to your chosen ride.

This year at Hyde Park Winter Wonderland everyone in your party will need an entrance ticket prior to arriving at the event. Our PA scheme also works on your entrance tickets.

Please do be sure to select your PA entrance ticket as well as your own if you require additional assistance whilst at the event. Once you have purchased your tickets, your confirmation will contain a link requesting you to upload your documentation to support your PA ticket request. This is to help us ensure only registered accessible customers receive the Personal Assistant ticket. We ask that you upload your documentation, and this will be reviewed by our ticketing partner, SEE Tickets.

Please allow 5-7 working days for your request to be processed. If you have not heard back from SEE, please do come along to the event with your tickets (including any PA tickets), as these will be valid, and we will be able to assist you further with any queries.

PA tickets are available for all our pre bookable attractions which include:

- Ice Rink
- Magical Ice Kingdom
- Bar Ice (drinks are not included as part of a PA ticket at Bar Ice)
- The Giant Wheel
- Zippos Christmas Circus
- Cirque Berserk
- Ice Sculpting workshops

Please make sure you provide **one** of the below documentations to support your PA request:

- Copy of DLA or PIP entitlement letter
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with +1 icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- Any other relevant documentation

[For a Step-by-Step Guide on this process, please see below.](#)

# Personal Assistant (PA) Ticketing Guide

## Step One – Select your Tickets:

Everyone visiting Hyde Park Winter Wonderland will require an admission ticket for **ENTRY**, including Personal Assistants. Please add your complementary PA ticket alongside the number of tickets you require.

The same is true for **ATTRACTIONS**. Personal Assistant tickets are available for all our pre bookable attractions and can be added to your basket on each of the attraction pages. Please purchase tickets for your whole party, including your Personal Assistant.

Each **RIDE** at Hyde Park Winter Wonderland is different. We would therefore encourage that you read the information box for all the rides that you'd like to attend.

General Admission		
Ticket type	Cost	Quantity
ADULT/TEEN ENTRY	£5.00	1
CHILD - 12 AND UNDER ENTRY	£5.00	0
INFANT ENTRY (2 AND UNDER)	£0.00	0
PERSONAL ASSISTANT ENTRY	£0.00	1

The Giant Wheel Admission		
Ticket type	Cost	Quantity
ADULT/TEEN	£10.00	
CHILD - 12 AND UNDER	£8.00	0
FAMILY ENTRY	£32.00	0
<small>Price shown is the full price of a family package (tickets are booked in multiples of 4) A Family Ticket consists of either: 2 Adults / Teens and 2 Children OR 1 Adult / Teen and 3 Children.</small>		
CONCESSION	£9.00	0
PERSONAL ASSISTANT	£0.00	
PRIVATE POD	£54.00	0

## Step Two – Upload your Documentation:

When happy with your basket, you'll be guided through to the **CHECKOUT** page. Once payment is complete, you will receive an email from SEE tickets with a link to the form below:

1. Enter your Booking Reference
2. Enter your Email Account
3. Upload your Documentation



Booking Reference

Booking Reference

Email

Email

Thank you for booking a Personal Assistant ticket for Hyde Park Winter Wonderland. To confirm your ticket and to help us to ensure only registered accessible customers receive the Personal Assistant ticket, please provide one of the below documentation to support your PA request:

- Copy of DLA entitlement letter
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- Any other relevant documentation

Upload

Choose File No file chosen

Please allow 5-7 working days for your request to be processed. SEE will only contact you if there is an error with your application. If you have not heard back from SEE, please do come along to the event with your tickets (including any PA tickets), as these will be valid, and we will be able to assist you further with any queries.

If you would like to go on any of our rides at Hyde Park Winter Wonderland and you require a Personal Assistant to ride with you, please select YES below. You will then be sent a ticket that you can exchange at one of our box offices for a complimentary ride wristband for your Personal Assistant. Please note you will be required to purchase a full price ride ticket for yourself in conjunction with your PA ride wristband or you will not be able to gain access to the ride

Yes  No

Submit →

## Step Three – If you Select **NO**

If you do not plan on going on any **RIDES**, please select **NO**.  
You will then receive the following email from our ticketing provider:

Thank you for booking a Personal Assistant ticket for Hyde Park Winter Wonderland. To confirm your ticket and to help us to ensure only registered accessible customers receive the Personal Assistant ticket, please click [here](#) to fill out a form and attach proof of your accessibility.

For more information regarding accessibility at Hyde Park Winter Wonderland please [click here](#).

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## Step Four – If you Select **YES**

If you wish to go on **RIDES** with your PA, please select **YES**. You will then receive the following email from our ticketing provider to confirm your wristband allocation:

Thank you for requesting a personal assistant ride wristband ticket. We can confirm that this ticket has been added to your booking and we have re-sent your confirmation email.

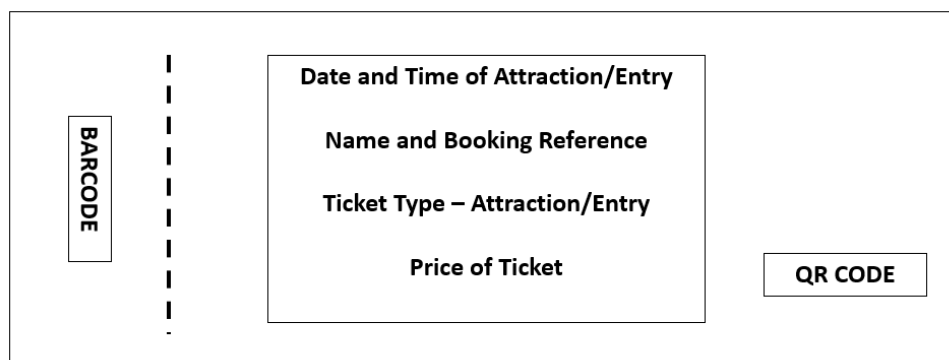
To view your booking and download your tickets please log in here  
<https://winterwonderland.seetickets.com/customerservice>

To collect your PA Ride Wristband, please head to one of our official box offices at Hyde Park Winter Wonderland where you will be able to exchange your ticket.

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## Step Five – Your Tickets

Whether you asked **YES** or **NO**, your tickets will be issued to you via email with the following layout:



**Please note, if you have not heard back from SeeTickets, please do come along to the event with your tickets (including PA tickets) as these will be valid and we will be able to assist you further with any queries.**