

Are you visiting Winter Wonderland soon and have last minute questions? Please read this before contacting us with any additional queries.



Hyde Park Winter Wonderland is open until 5th January from 10am to 10pm daily, apart from Christmas Day when we are closed. Tickets can be purchased online or on the day at Hyde Park Winter Wonderland, subject to availability. PLEASE NOTE: WE DO NOT OFFER EXCHANGES OR REFUNDS AFTER PURCHASE. You are able to reschedule your booking subject to availability, up to 48 hours before the date of your visit by logging into your Winter Wonderland account. Please note this is subject to a £4.00 rescheduling fee plus any difference in ticket price. Please aim to be at your attraction twenty minutes prior to your ticketed time. If you have pre-booked tickets, Purple Gate can be used for fast-track access.

Cannot locate or print tickets? If you have booked tickets for Hyde Park Winter Wonderland but have not received or cannot print your e-ticket confirmation, please see a member of the box office team upon arrival where they can assist you further. Please allow extra time for assistance as queues will be likely. I.D. may be required.

Running late? If you're running late for your booked session, please visit one of the box offices at Hyde Park Winter Wonderland and our staff will assist, subject to availability. Please note that on busy days, it may not be possible to move you to a later session.

Visiting on a weekend or School Holidays? If you are visiting Hyde Park Winter Wonderland at a weekend or during the school holidays please be aware the event can be extremely busy. At peak periods visitors can experience a wait to enter. All advance ticket holders can take advantage of a fast track entrance at Purple Gate to enter the event during these busy times. We strongly advise allowing plenty of time to reach your ticketed attraction.

All Hyde Park Winter Wonderland information can be found on our website at hydeparkwinterwonderland.com including answers to Frequently Asked Questions. Hyde Park Winter Wonderland operates in all weather conditions. In the event of extreme adverse weather please refer to our website for operational updates.

If your question isn't answered above, please do email hydeparkwinterwonderland@pwrevents.com. Please note that the average response time is 48 hours.

We hope you have a great day at Hyde Park Winter Wonderland!