

# Gardens Aglimmer 2024

## Frequently Asked Questions and Helpful Information

### How much does a ticket cost?

Adults (13+): \$17 Nonmembers | \$12 Members  
Children (3 - 12): \$10 Nonmembers | \$8 Members  
Children (0 - 2): FREE!

### What forms of payment are accepted?

Gardens Aglimmer is a timed, ticketed event so all tickets should be purchased **online, in advance**. All major credit cards are accepted.

### Can I use my ticket on another night?

As a courtesy, a one-time ticket change will be permitted if the request is submitted at least 24 hours in advance of the ticket date and time.

To change your tickets, please email [gardensaglimmer@gmail.com](mailto:gardensaglimmer@gmail.com). In your email, you must include the name of the person who purchased the tickets and a phone number.

### Can I get a refund for my tickets?

Refund Policy: Registration and ticket fees are non-refundable except in the case of event cancellation by WBG. Please email [gardensaglimmer@gmail.com](mailto:gardensaglimmer@gmail.com) for more information.

### How will I receive my tickets?

When you purchase your tickets, you will receive a confirmation email with a link to your tickets. Please have your tickets ready on your mobile device, or print a hard copy, to present at check-in when you arrive at the Gardens.

### What are the dates for the event?

Friday, November 29 - Saturday, November 30  
Thursday, December 5 - Sunday, December 8  
Wednesday, December 11 (*Special Date Night, ages 21+ only*)  
Thursday, December 12 - Sunday, December 15  
Monday, December 16 (*Special Sensory Friendly Night*)  
Tuesday, December 17 - Monday, December 23  
Friday, December 27 - Monday, December 30 (*Santa and Mrs. Claus are not present on these dates*)

### What are the event hours?

Gardens Aglimmer is a timed event with time slots starting at 5:45pm. The lights are turned off at 9:00pm each night.

Entry times: 5:45pm, 6:15pm, 6:45pm, 7:15pm, 7:45pm

### **When should I arrive?**

Tickets are purchased for a specific time slot. Please arrive on time for your designated entry time to prevent overcrowding and parking issues.

### **What happens if it rains, or in the event of severe weather?**

In the event of inclement weather, Gardens Aglitter will proceed unless conditions become severe or prohibit our lights from operating properly. If the event is cancelled by WBG, you will be notified via the email address you used when purchasing your tickets. Additionally, WBG will post any cancellation notices to our social media accounts and on our website by 2pm on the day of the cancellation.

### **Is this event wheelchair accessible?**

Yes, this event is wheelchair accessible. All garden pathways are fully ADA accessible. Manual wheelchairs, motorized scooters, and strollers are allowed.

*Please note:* The Beargrass Creek Pathway drops about 20 feet at a grade of 4-5%. It is fully paved and ADA accessible.

### **Where will I park when I arrive?**

Parking is FREE and located in the main parking lot at WBG (1435 Frankfort Avenue). Parking attendants will direct you once you proceed through the main gate. Handicap accessible parking is available.

### **Are pets allowed?**

No pets allowed. ADA-defined service animals are welcome.

### **Activities**

Enjoy a stroll through our holiday lights display while enjoying a hot drink and sweet treat from our Jingle All the Way Café. This year's event will include visits from Santa\* crafting activities for kids of all ages, and great photo opportunities.

*Please note:* Santa will arrive nightly at 6pm and depart by 9pm. If you plan to visit Santa, you must be in line by 8:15pm.

*\*Santa and Mrs. Claus will not be present for dates after Christmas.*

### **Can I bring my own food and drink?**

No outside food or beverage is allowed. Please leave your personal beverage bottles and snacks in your vehicle. Hot beverages and holiday snacks will be available for purchase.

### **Is Gardens Aglitter a walk-through or drive-through show?**

This is a walk-through event and our paths are wheelchair accessible.

**What is the address for the event?**

Waterfront Botanical Gardens is located at 1435 Frankfort Avenue, Louisville, KY 40206.

**Who designs and installs the show?**

We do! WBG horticulture and facilities staff work tirelessly from October through November to design, create, install, and manage the light displays throughout the Gardens.

**How do I get the member rate?**

You can become a WBG member by visiting [waterfrontgardens.org/membership](http://waterfrontgardens.org/membership). Members receive exclusive benefits, including discounted rates on programs and events, while supporting the mission of the Gardens.

**How can I support the Gardens?**

Waterfront Botanical Gardens is a 501(c)(3) nonprofit that relies on individual donations, program fees, and venue rentals. Revenue from special events like Gardens Aglimmer are incredibly important to our livelihood. You can also make a tax-deductible contribution online at [waterfrontgardens.org/support](http://waterfrontgardens.org/support) or by mailing a check payable to Waterfront Botanical Gardens to PO Box 5056, Louisville, KY 40255.

For any additional questions, please call 502-276-5404 or email [gardensaglimmer@gmail.com](mailto:gardensaglimmer@gmail.com)

*We look forward to seeing you at the Gardens!*