



Frequently Asked Questions

1. **What is *Winter Lights*?**

Winter Lights is an annual **holiday light show** and celebration of winter in the gardens at The North Carolina Arboretum in Asheville. Guests **walk through outdoor displays** created from thousands of holiday lights that transform the Arboretum's grounds and gardens into a nighttime winter wonderland full of family-friendly activities. ***Winter Lights* is the Arboretum's largest event fundraiser and proceeds help support the Arboretum's educational programs, exhibits and facilities year-round.**

2. **What are the dates for the fifth annual *Winter Lights* event?**

November 16 through December 31, 2018 (**every night**)

3. **What are the hours?**

Winter Lights is open nightly from 6 to 10 p.m. In order to reduce event congestion, **visitors must select an entry time** (6:00, 7:00 or 8:00 p.m.) when purchasing their ticket. Ticket holders can **enter any time between their selected entry time and 9 p.m.** Once inside, ticket holders are welcome to stay until the event closes. *Please note: incoming gates will close promptly at 9 p.m. and the event will end at 10 p.m. All guests must be off the property by 10:30 p.m.*

4. **How do I purchase tickets?**

Tickets must be **purchased in advance online** at www.ncwinterlights.com. Standard taxes and fees apply. If you have issues with purchasing your ticket(s) online, please call the Arboretum at 828-665-2492, Monday – Sunday, 9 a.m. – 5 p.m.

5. **What are service/ticket fees?**

Service fees are often included in ticketed public events and concerts like *Winter Lights* to cover costs for ticketing software and processing operations. A processing fee of \$1.50 per ticket is charged along with a 3.2% credit card fee and 7% state sales tax. In addition, all tickets purchased on-site at the show will be charged an additional \$5 per ticket (see Question #6). ***Winter Lights* is The North Carolina Arboretum Society's largest annual event fundraiser. Proceeds generated from the event will help support the Arboretum's educational programs, exhibits and facilities year-round.**

6. **Do I have to pay an additional parking fee with my ticket?**

No. All *Winter Lights* tickets include free parking (see Question #5 regarding service/ticket fees).

7. **Will tickets be sold on-site at The North Carolina Arboretum?**

Yes. If an evening is **not sold out**, visitors can purchase tickets at the show the night of the event; however, **all tickets purchased on-site at the show will incur an additional cost of \$5 per ticket.** Long lines and wait times may also occur. We strongly recommend purchasing your tickets in advance online at www.ncwinterlights.com.



8. **Can tickets be exchanged for another evening or refunded?**

No. All sales are final unless the Arboretum closes the event.
(See Question #10 for details.)

9. **What do you do in the event of inclement weather?**

Winter Lights will be held rain or shine, unless the Arboretum closes for a weather-related emergency (see Question #10 for details). In the event of rain or snow, some *Winter Lights* exhibit features, such as Rocky Cove Railroad and the s'mores fire pits, may not be operating. ***Winter Lights* tickets are non-refundable and non-transferable.**

10. **What is the Arboretum's closure policy for *Winter Lights*?**

The Arboretum's Executive Director may elect to close the Arboretum in event of a **weather-related emergency** that would prohibit *Winter Lights* from being held. Any **closures will be announced by 3:00 p.m.** on the Arboretum's website and Facebook page, unless circumstances develop later on that warrant a closing after the event opens. Should the Arboretum close, ticket holders may choose to receive a refund of the ticket price or exchange* the ticket for a different night (based on availability) by calling 828-665-2492, Monday – Sunday, 9 a.m. – 5 p.m., or e-mailing winterlights@ncarboretum.org.

**Please note: If you are exchanging a discounted ticket to a non-discount night, you will be charged for the difference in pricing in order to exchange your tickets.*

11. **Do members get in free?**

No, this event is not included in the Arboretum's membership benefits. However, **members receive a \$2 discount** on every ticket purchased.

a. How do I **apply my membership discount** when purchasing my tickets?

To receive their discount, members must create an account or sign in by clicking one of the links on the blue bar in the upper right-hand corner of the purchasing page. All member discounts will be applied on the next page – the cart/ticket order page.

b. Can I **purchase a membership** when I buy my *Winter Lights* tickets?

Yes, you may purchase or renew your membership online when purchasing tickets, and you will receive the discounted ticket price available to current members.

12. **Are there any discounts?**

Yes.

a. "Friends and Family" discount night will be held every Tuesday, excluding Christmas. Tickets will be discounted to \$15 per adult and \$10 per child.

b. "Arboretum Week" will be held November 26 – 29, 2018. All tickets will be discounted to \$15 per adult and \$10 per child.

c. Parties of 20 or more will receive a discounted group rate of \$15 per ticket.

Please note: All members receive \$2 off each ticket purchased (see Question #11).

13. **How long does it take to walk through the exhibit?**

You may stay for the entire evening if you like, but typically most guests will take **1.5 to 2 hours** to see everything.

14. **What if I have a stroller or wheelchair? Is it handicapped accessible?**

Yes, but some limitations may apply. In the event of snow, paths will be shoveled and salted to increase accessibility.



15. **Do you have *trams* or other public transportation?**
No. The exhibit is designed for pedestrian traffic only.
16. **Do you have *food or beverages* available?**
Yes. Bent Creek Bistro will be offering snacks, alcohol, and light dinner options. The Arboretum will also have warm beverages and s'mores kits for sale, and supervised fire pits will be available. **Please note: No outside food, beverages or alcohol are allowed on property.**
17. **I have a concealed weapons permit. Can I bring my weapon to the event?**
No. The use or possession of any weapons is prohibited on The North Carolina Arboretum Campus. It is a violation of state law (N.C.G.S. 14.269.2).
18. **Are pets welcome?**
No. Due to safety concerns, pets are not allowed at *Winter Lights*. (Service animals are permitted.)
19. **Can I drop off / pick up a ticketed guest?**
The North Carolina Arboretum does not allow anyone under age 16 on property without an accompanying adult. You may drop off or pick up guests age 16 and over who already have a ticket for the night's event. Please note: if you are using a transportation service, such as a **taxi, Uber or Lyft**, your ride **must pick you up no later than 9 p.m.** before the entrance gates close.
20. **What happens in the event of a power outage?**
In the event of a power outage, staff and volunteers will have flashlights and will help direct you out of the garden. Campus police will have lights to help guide you in the parking areas. Arboretum buildings also have emergency generators and basic emergency lighting. In the event that a power outage lasts longer than 60 minutes, the event will close for the evening (see Question #9 regarding closures).
21. **Are there *volunteer opportunities* available at *Winter Lights*?**
YES! The Arboretum is looking for volunteers to help with a variety of indoor and outdoor jobs, including greeting and directing visitors, assisting with family crafts, operating the G-scale model train and more. *Must be 18 or older to volunteer.* Orientations will be offered in early November. Volunteer applications are available at www.ncarboretum.volunteerhub.com. For more information about volunteering, please contact volunteering@ncarboretum.org or 828-665-2492 x219.

