

Rotary Botanical Gardens  
2019 Holiday Light Show FAQ

## GENERAL QUESTIONS

### What dates and times will the Holiday Light Show (HLS) run?

Doors open at 4:30 p.m. Last ticket sold at 8:30 p.m. Lights go dark at 9 p.m.

### HLS Open to the Public on the Following Nights:

November 29	December 19
November 30	December 20
December 1	December 21
December 5	December 22
December 6	December 23
December 7	December 26
December 8	December 27
December 12	December 28
December 13	December 29
December 14	December 30
December 15	

### HLS CLOSED to the Public Due to Private Events on the Following Nights:

December 2	January 4
December 10	January 18
December 17	

<b>How much does it cost?</b> <ul style="list-style-type: none"><li>● Adults (13+) \$10.00</li><li>● Children (3-12) \$5.00</li><li>● Children (2 &amp; under) FREE</li></ul>	<b>Ticket Details</b> <ul style="list-style-type: none"><li>● Last entry at 8:30 pm. Grounds close at 9 pm.</li><li>● Service fee per ticket applies to online sales.</li><li>● Tickets can be used any night of the event.</li></ul>
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|  | <ul style="list-style-type: none"><li>• Children 2 and under do not require a ticket.</li></ul> |
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### **How long will the event take?**

The length of your visit will depend on the amount of guests each evening. Guests are welcome to tour the outdoor light show, shop in the Cottage Garden Gallery, enjoy beverages and snacks, and on select nights listen to live entertainment. All of these things will impact the duration of your visit. **The average stroll time outdoors is 25-35 minutes; please dress accordingly.**

### **How does parking work?**

**We encourage ALL guests to park at Dawson Ball Field where you will find 300 parking spots and a COMPLIMENTARY shuttle will transport you to the Gardens.** Dawson Ball Field is located minutes from the Gardens at 920 Beloit Ave, Janesville, WI 53546. The shuttle begins at 4:15 p.m. each day. The shuttle does not accommodate handicap passengers at this time (please see below).

### **What if I need handicap parking?**

Limited handicap parking is available at Rotary Botanical Gardens in the main lot. Visitors are welcome to drop guests off at the front path and park in the main lot, on Palmer Drive, or at Dawson Ball Field.

### **How do I view the Holiday Light Show?**

Unlike other light shows, the Rotary Botanical Gardens Holiday Light show is a **self-guided outdoor, walking tour**. There are no seated “shows” or ways to drive through the displays. Guests are encouraged to come inside to warm up or grab a bite to eat before or after viewing the show.

### **How do I find out if the show has been cancelled?**

Check <http://www.rotarybotanicalgardens.org/> or the Rotary Botanical Gardens Facebook page for up-to-date information on the show and cancellation in the event of inclement weather. If the show needs to be cancelled due to weather, the decision will be made by 2 p.m. that day. We will also reach out to local radio stations for assistance in communicating a cancellation.

### **Where are tickets sold?**

- **Online** - Convenience fee will apply. Please go to our website for the link.
  - *Online ticket users will have access to the pre-purchased line upon arrival.*
- **At the door**
  - You will find a “Cash/Credit” line; this line will split once you are inside the building into two separate lines: Cash Only, Card Only.
  - When using cash or credit, please plan for extra time in line.
- **In the Cottage Garden Gallery, Monday - Friday**
  - Monday-Wednesdays; 9 AM to 4:30PM

- o Thursdays & Fridays; 9 AM to 3 PM
- o Saturdays; 9 AM to 12 PM

**What forms of payment are accepted at the HLS?**

Cash is preferred; however we accept all major credit cards. Please expect a longer wait time to use credit cards.

**Should I purchase my ticket online?**

Yes! While guests are able to purchase tickets each night of HLS, we encourage you to purchase online. Online ticket purchases are quick and easy. Simply print out your ticket or pull up your ticket on your mobile device and bring with you to the HLS. There will be a designated line for those with online tickets (which tends to move a little faster than the cash/credit line!)

**I purchased or received a ticket in advance. Do I have to use it on a specific date?** No! Your ticket is good for any one night of the 2019 HLS. However, a ticket may only be used once and will be scanned upon arrival.

**I purchased or received a ticket in advance. Will I have to wait in line?**

A line will be available for those who already have tickets. Those who purchase tickets online must provide a copy of their ticket. You can print and show your ticket at the door *or* you may show your ticket on your mobile device. While we will do our very best to ensure this is an efficient process, there may be a minimal wait. We appreciate your cooperation.

**Does a RBG membership, reciprocal membership or day pass to the Gardens apply?**

RBG membership cards, reciprocal garden cards, and day passes cannot be used for entry to special events including the Holiday Light Show. However, all RBG members are encouraged to bring their card to receive a 10% off any purchase in the Cottage Garden Gallery.

**I'm only here to see the entertainment. Do I still have to pay the full price?**

Yes. The HLS is set up to encompass all aspects of the event. If you wish to visit only the Cottage Garden Gallery you can visit during Gallery hours. Please check our hours of operation for more details.

**I'd like to bring more people back another night, do I get in for free?**

No. We appreciate your help in spreading the word about our awesome event, but each night of attendance requires an admission fee.

**What's new this year?**

- The HLS will be even bigger, bolder, and brighter, featuring more than 750,000 twinkling lights. **That's 250,000 more lights than last year!**
- New entrance & exit paths for an improved visitor experience!

### **When is Santa here?**

Santa will visit HLS December 1, 5, 8, 12, 15, & 19. He will be on-site by 5 PM and will depart by 8:30 PM. We encourage guests to take photos with Santa, but ask that you bring your own camera as photography will not be provided by the Gardens. A volunteer Santa Helper will be available to assist with taking photos.

### **What activities will be available indoors?**

On select nights during the 2019 HLS, guests will be able to visit with Santa, shop the works of local artists, listen to live music, and more! If you'd like a break from the cold, come inside and you'll find an array of entertainment. Please check our HLS Calendar of Events for entertainment details.

### **What concession items are available?**

Warm up from the cold with items from Steve's Deli Dog House – including hotdogs, pretzels, hot sandwiches and more! Coffee, hot cocoa, apple cider, soda and water will also be available for purchase in addition to sweet treats.

### **How will I find the “Selfie Stops and Photo Opportunities?”**

Selfie Stops and Photo Opportunities will be marked with signage that includes a camera icon.

### **Will there be 3D glasses available at the show this year?**

Yes, while supplies last. Glasses may be purchased for a \$1/pair.

### **What time should I arrive to the HLS?**

The doors open at 4:30 p.m. for the Holiday Light Show. Tickets may be purchased at the door beginning at this time. The last ticket will be sold at 8:30 p.m. and the lights will go dark at 9:00 p.m. We suggest giving yourself 30 to 45 minutes to complete the outdoor portion of the Holiday Light Show. You may find yourself spending additional time at the indoor activities. Please plan your trip accordingly.

### **Do we have to stay until 9 p.m.?**

The Holiday Light Show is a “go at your own pace” event. You may stay until 9 p.m. if you wish, or you may leave immediately after your visit is completed. We welcome you to enjoy the festivities indoors as well.

### **Will seating be provided during the Holiday Light Show?**

The Holiday Light Show at Rotary Botanical Gardens is unlike other area shows as it is a walking tour. Lighted paths and displays may be enjoyed at your own

pace. Seating is not provided out in the Gardens, with the exception of some selfie stops and a few benches. There are tables and chairs provided indoors where guests may enjoy food and beverages.

### **May I take photos during the HLS?**

Yes! We encourage you to take photos and share them with us on social media. Please remember to bring a camera if your little ones would like their picture taken with Santa, as a photographer is not provided.

### **How will I know my way around the Light Show?**

Let the luminaries be your guide through the Light Show. For safety purposes, we ask that you stay within the luminary paths, so as not to trip on any cords. We will have clear pathways and volunteers available to point you in the right direction.

### **How accessible is the HLS?**

The HLS is wheelchair accessible although some assistance may be needed in pushing wheelchairs on two mild slopes and on those nights when the ground is not frozen. Gravel paths can be softer after rain and mobility in a wheelchair may be affected and assistance needed.

### **May I bring my pet?**

Only service animals are allowed to enter the Holiday Light Show. All other furry friends must remain at home.

### **My kiddos need a stroller or wagon. Is that okay?**

Wagons and strollers are permitted at the HLS. However, we cannot guarantee the outdoors will always be a good place for those items as winter weather may provide challenges on our gravel paths.

### **Does the weather impact the Holiday Light Show?**

The Holiday Light Show is an outdoor event, which means we are subject to cancellations due to inclement weather. Please check our Calendar of Events or our Facebook page for updates regarding cancellations. If needed, cancellations will be made prior to 2 p.m. each day.

### **What should I wear to the Holiday Light Show?**

Since the HLS is an outdoor event, we recommend dressing for the weather. We encourage warm coats, hats, and mittens, especially for those little ones! We encourage waterproof shoes/boots as well in case of snow or slush.

### **Is there a place to store my coat if I want to spend time indoors?**

There is a small coat room available for use during the HLS. Please be aware that Rotary Botanical Gardens is not responsible for lost or stolen items. We encourage you to leave expensive or sentimental items at home.

**Do you have a lost and found?**

Yes! If you lost it, we may have found it! Please visit the information desk in the Cottage Garden Gallery for lost items, or call 608.752.3885 with a description of your item. All items will be kept for two weeks after the last night of the Holiday Light Show before they are donated.

**BUILDING & FACILITY INFO**

**I need a restroom!**

Restrooms are available INDOORS only. Restrooms are located behind the purple wall in the atrium.

**Are “warming tents” provided outside?**

Warming tents and outdoor heaters will not be provided. Visit the Polar Pit Stop Concession stand in the main building to warm up and enjoy hot food and beverages such as coffee, cider, and hot chocolate.

**Are there designated smoking areas?**

Yes, only in our front parking lot.

**Is there an ATM on-site?**

We currently do not have an ATM on-site.

**GET INVOLVED**

**Are you in need of any additional volunteers to help with the event?**

We warmly welcome new volunteers. Please contact Laura Peterson, RBG Education & Volunteer Manager at 608.314.8415 or [laura.peterson@rotarygardens.org](mailto:laura.peterson@rotarygardens.org) for more information.

**Is the facility and/or Light Show available for rental or private events?**

Yes! Please contact our Event Manager, Sheila Flood at 608.314.8408 or [events@rotarygardens.org](mailto:events@rotarygardens.org) for more information.

**How do I sponsor the HLS in the future?**

Please contact our Executive Director, Becky Kronberg at 608.314.8407 or [director@rotarygardens.org](mailto:director@rotarygardens.org)

