



HOLIDAY EXPRESS

KNOW BEFORE YOU GO

Thank you for registering for Holiday Express. Armbands and boarding pass pick-up begins **Nov. 25, 2016** at Pullen Amusements. For additional event information, visit parks.raleighnc.gov

ARMBAND AND BOARDING PASSES

Avoid the line and pick up your armbands and boarding passes in advance at Pullen Amusement Welcome Center at 520 Ashe Avenue, Raleigh, NC 27606.

NOVEMBER 25 - 29: 10:00am – 6:00pm

DECEMBER 5 - 6: 10:00am – 6:00pm

You must bring a photo ID or receipt. Armbands and boarding passes cannot be replaced if lost or stolen.

Tickets may also be picked up upon arrival the night of your event. Please allow enough time to park, pick up your tickets, and arrive at the train station 15 minutes prior to your boarding time.

Armband and boarding passes are required for all guests 24 months and older.

Limited Edition Ornament: Available November 25
Purchase this year's Carousel themed brass ornament. Made right here in North Carolina by the Charleston Mint! Cost: \$12.50

GENERAL EVENT INFORMATION

Event hours: 4:00 - 9:00pm

This is an outdoor event – please dress accordingly. Ticketed guests are welcome to enter the event any time after 4pm.

Food: Pullen Place is a locally owned cafe committed to providing fresh, delicious food in the heart of Raleigh's Pullen Park. Each night of Holiday Express, Pullen Place will offer a variety of seasonally inspired comfort foods from 4-9 PM to help keep your family warm and in the holiday spirit. The Holiday Express menu will feature hot drinks, snacks and hearty meals made from scratch using local ingredients. Additionally, a satellite station will be set up near Santa and offer hot chocolate, baked goods, popcorn and more. For more information or to see this year's Holiday Express menu, visit www.PullenPlace.com.

Event Parking – Parking will be available on Pullen Park Campus with overflow parking at Governor Morehead School. Parking Attendants will direct you to available spaces. Parking is a short walking distance to the event. Shuttles will not be provided.





Train Ride: Enjoy the holiday lights as you hop aboard the Holiday Express train! You must have a boarding pass. Children under 24 months without a paid admission must be held or sit in the lap of an accompanying adult during the duration of the train ride. They cannot occupy a seat. Arrive at the train station 15 minutes prior to departure. Passengers, who miss their boarding time, may join the standby line and wait for open seats on a later train.



Carousel: Choose your favorite animal and enjoy a ride on the historic carousel.



Visit with Santa/North Pole: Visit with Santa under a heated tent with activities while you wait. Our photographer is available to take your picture and you can email it to yourself from our ipad station! Children can write a letter to Santa, play games, color fun pictures, and enjoy the warmth and decorations!



Kris Kringle Carnival: Play classic carnival games and giant board games with a holiday twist!



Ornament Station: Design an ornament to remember 2016 Holiday Express.



Holiday Craft Station: A holiday craft to enjoy all season long.



Santa's Gift Shop: Stop by for fun themed merchandise, ornaments and light up toys!



Reindeer food Station: Make reindeer food to sprinkle on the lawn on Christmas Eve! Remember reindeer need energy too!



Entertainment: There will be entertainment performances throughout each night to entertain guests. A holiday movie will be shown each night starting at 7:00pm.



Sledding Hill: Take an awesome and super-fast sled ride down a real snow covered slide!

INCLEMENT WEATHER PLAN

In the case of severe weather (rain with extreme wet conditions, high winds and/or lightning, extreme cold conditions with ice and/or snow), Holiday Express may be cancelled. Weather conditions are evaluated on a daily basis. Event cancellations will be made by 12:00pm on the day of the event. Registered guests will be notified by email (must have provided a valid email address during registration) and information will be posted on the website, parks.raleighnc.gov.

In the case of an event cancellation, guests may either attend a selected raindate or request a refund.

REFUND POLICY

All refund requests received in writing 14 days or more in advance of the start date of the program are entitled to:

- 100% refund/credit/transfer if the department cancels the program, 100% credit or transfer of fees to another program at time of withdrawal or, 85% refund based on total cost of program.
- Refund/credit/transfer requests received less than 14 days prior to the start date of the program will not be granted.

- Refunds for medical reasons requested prior to the start date of a program will be granted at 100%, subject to verification.
- A credit may be used by any family member on the same registration account.
- Non-attendance/non-participation in a program does not entitle a patron to a refund. Refund requests may be mailed to: Pullen Park Attractions, 520 Ashe Avenue, Raleigh, NC 27606 or Email: Pullen.Reservations@raleighnc.gov