



HOLIDAY EXPRESS

KNOW BEFORE YOU GO

Thank you for registering for Holiday Express. For additional event information, visit parks.raleighnc.gov

TICKETS

A ticket is required for all guests ages two and up for entrance to Holiday Express. All tickets will be sold through Eventbrite. Once purchased, tickets will be emailed to the email address used to purchase the tickets and will also be available through the Eventbrite App.

Please download the Eventbrite App to access your e-tickets, or print the paper tickets. Tickets will be required for entrance to the event.

For questions regarding ticketing or issues with accessing your Eventbrite account, please email Holiday.Express@raleighnc.gov.

There is not a waitlist for Holiday Express tickets. Please check holidayexpress.eventbrite.com for ticket availability.

Please note that your event ticket will also be used as your boarding pass for the train. Please make sure to hold onto your tickets for the duration of the event.

Limited Edition Ornament: Purchase limited edition Pullen Park carousel themed ornaments on the Eventbrite website (service fee may apply). Ornaments will be available for pick up starting on 12/3/18. Limited quantities will be available for purchase directly at the park starting on 12/3/18. \$12.50 per ornament.

GENERAL EVENT INFORMATION

Event hours: 4:00pm - 9:00pm

This is an outdoor event – please dress accordingly. Ticketed guests are welcome to enter the event any time after 4pm on the date of their purchased tickets.

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 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 that offers hot chocolate, baked goods, popcorn and more will be located near the middle of the event. For more information or to see this year's Holiday Express menu, visit www.PullenPlace.com.

Event Parking: Parking will be available on the 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! Your designated ride time is located on your event ticket. Children under two years 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.



Carousel: Choose your favorite animal and enjoy unlimited rides on the historic carousel.



Visit with Santa/North Pole: The line to see Santa will take place in a virtual queue. If you plan to see Santa, we suggest checking in with event staff immediately upon your arrival at the event, as wait times may be long. While you're waiting, please enjoy the rest of Holiday Express.



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



Ornament Station: Design an ornament to remember Holiday Express.



Holiday Craft Station: Create 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!



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 designated rain date or request a refund.

2018 RAIN DATES: December 10
December 17

REFUND POLICY

All refund requests received in writing 7 days or more in advance of the start date of the event are entitled to a 100% refund.

- Refund/credit/transfer requests received less than 7 days prior to the start date of the event 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.

- Non-attendance/non-participation in a program does not entitle a patron to a refund. Refund requests may be emailed to: holiday.express@raleighnc.gov