

# Frequently Asked Questions for Winter Luminary Nights

## **What time can we arrive and what time do we need to leave?**

Our timed tickets are either for 5 – 6:30 PM or 6:30 – 8 PM. We ask that you arrive no more than 10 minutes prior to the start of your timed ticket.

## **Do I need to buy a ticket for each person I am bringing, including children?**

Our event is ticketed per car. The ticket that you purchase allows admission for everyone arriving in the ticket buyer's car, both adults and children. You will need to provide the ticket buyer's name upon arrival or show your Eventbrite ticket (digital preferred).

## **Do I need to reserve parking in advance?**

Your ticket serves as your parking reservation. You can bring 1 vehicle per ticket purchased.

## **What does my ticket include?**

Your ticket provides parking for 1 car and admission to the event for all passengers in the car. Carpooling is encouraged! Refreshments sold at the event are not included in your ticket fee.

## **Is there an inclement weather plan for this event?**

We have our fingers crossed for great weather, but if the weather looks dicey, we will cancel the event on that night. Guests will have the option to be refunded or transfer their ticket to a different night if we aren't sold out. We are not able to reschedule the event if we cancel.

## **How long will it take to fully experience the event?**

Your timed ticket gives you 1 ½ hours to enjoy Winter Luminary Nights. We will have a long loop option and a short loop option, depending on your group's abilities. The short loop is about a 1/3 of a mile, and the long loop is closer to 2/3 of a mile. You're welcome to repeat the loops within your 1 ½ hour stay.

## **What can we expect to see at Winter Luminary Nights?**

3,000+ luminaries lining pathways amongst the beautiful setting of the Arboretum.

## **Are we able to drive through Jenkins to view the luminaries?**

No, this is a walking event only. Wear comfortable walking shoes and bundle up/dress for the weather.

## **What are the trails like at Jenkins?**

Our trails are paved but they can be steep in spots. Don't forget sturdy footwear! The short loop is about a 1/3 of a mile, and the long loop is closer to 2/3 of a mile.

## **Jenkins must look very different in the dark – what happens if we lose our way?**

We will have wayfinding helpers stationed at various points throughout the event. Please be sure to ask questions when you see these folks out on the trails. Overall, it's a fairly compact

event and we hope you will navigate it easily. Tip - bring a flashlight. The paths will be lined with luminaries, but you may find that you want some extra light as you walk.

**Is this a family-friendly event?**

Yes! Winter Luminary Nights is great for all ages. We will have an indoor craft for kids to enjoy. Our trails are paved so it's also a stroller-friendly event, just be ready for our sloped terrain.

**Can we also bring our dog along?**

No, leave your furry friends at home. Although we will be outdoors, this is not a pet-friendly event. Certified service animals are welcome.

**Will there be food and drinks available at the event?**

We are still working out the details, but we do hope to have refreshments available for purchase (pay-as-you-go). Stay tuned! We will have a water fountain available.

**Where are your restrooms located?**

Our restrooms are located at the Education Center which is right off the parking lot and the main entrance to the event. You can access the restrooms from outside or inside at the event.

**Do you have a gift shop?**

The Garden Shop at Jenkins will be open for shopping. We have lots of unique nature-themed gift items and houseplants available. Members receive 10% off all purchases. You can pay by cash, check or all major credit cards.

**Are there any other indoor activities at the event?**

Yes! Inside the Education Center, we will have a craft for kids, raffle items, and access to our current [Environmental Poster Show](#) in the gallery.

**Are photos allowed?**

Yes, photos are allowed. Due to narrow pathways and potential tripping hazards, we ask that you do not bring a tripod. Our giant wreath will be on display at the Education Center and is a perfect backdrop for photos. Please tag us on social media! We'd love to see how you enjoyed the glow in our gardens –

@JAGardens

#jenkinsarboretum

**What else should we bring with us to the event?**

A flashlight

Layers - dress for the weather

A smile - be ready to have a great time!

We look forward to welcoming you to Jenkins! Please let us know if you have any questions or concerns. You can email us at: [programs@jenkinsarboretum.org](mailto:programs@jenkinsarboretum.org)