

### Q. When is VanDusen Festival of Lights?

A. Festival of Lights will be held at VanDusen Botanical Garden from November 26, 2021 to January 3, 2022. We will be open from 4pm to 9:30pm daily (closed Christmas Day, December 25) with half-hour entry times available starting at 4pm to 4:30pm. The last entry time is 8:30pm to 9:00pm.

### Q. What is VanDusen Festival of Lights?

A. VanDusen Festival of Lights is a winter wonderland with over 1 million lights decorating 15 acres of VanDusen Botanical Garden from November 26 to January 3. Visitors will have the opportunity to take in the festival and experience the wonder of the winter season in a magical outdoor garden setting with themed areas, tasty treats, unique light features, and holiday music.

### Q. Are masks/facial coverings required?

A. Masks are mandatory indoors at all times, with the exception of those under the age of 5. Masks are not required outside in the garden, but are recommended.

### Q. Do I need to be vaccinated to attend?

A. Yes. Proof of full vaccination is required to attend the event for anyone aged 12 and older. Come prepared with your official proof of vaccination and government-issued photo ID. Youth aged 12 - 18 are not required to show photo ID.

### Q. What if I only have one dose of the vaccine?

A. Visitors must be **fully** vaccinated to attend the event. This aligns with the Provincial Government timeline for full vaccination by October 24 to access certain events, services and businesses.

### Q. Why do I have to be vaccinated to visit VanDusen Festival of Lights, but not to visit the Garden during the day?

A. While we do not require proof of vaccination to visit the Garden during regular operations, various features and activities at Festival of Lights do require proof of vaccination as per the Provincial Health Orders for events and gatherings.

Although the majority of the event is outdoors, [proof of vaccination](#) is required for all licensed and indoor areas of the event including the Visitor Centre. The Visitor Centre is the event entrance to the Garden and includes the washrooms, the Garden Cafe and the halls where we are hosting a number of indoor activities as part of the event. Given this, we require [proof of vaccination](#) at the entry point to offer a seamless and

safe experience for visitors. Once you show your proof of vaccination at the entry point, you will not need to show it again during your visit.

**Q. I am/a family member is visiting from outside of the country. What proof of vaccination do you accept from international visitors?**

A. Please click on the Government of Canada's link below regarding how to check if you qualify as a fully vaccinated traveller:

<https://travel.gc.ca/travel-covid/travel-restrictions/covid-vaccinated-travellers-entering-canada#determine-fully>

Please present your/your family members official proof of vaccination as issued by your/their country's government, as well as government-issued photo ID (eg. passport). Please let our front line staff know that you/they are an international visitor when you present your proof of vaccination.

**Q. Do youth need to present government-issued photo ID? What type of ID do youth present?**

A. Youth aged 12 - 18 are not required to show government-issued photo ID. Youth must present their proof of vaccination though.

<https://www2.gov.bc.ca/gov/content/covid-19/vaccine/proof>

**Q. Where is VanDusen Festival of Lights located?**

A. The event takes place at VanDusen Botanical Garden at 5251 Oak Street (at West 37th Avenue), in Vancouver, BC. The Garden is a 20 minute walk from the Oakridge Canada Line station and is on the #17 Oak bus route. The parking lot is located off of West 37th Avenue just west of Oak Street. Look for the Proof of Vaccination Checkpoint to enter the event.

**Q. When/where can I purchase tickets?**

A. Tickets are on sale now. Ticketing will be a bit different this year so we can provide the safest holiday experience for our visitors. **All tickets must be purchased online** in advance at [www.vandusenfestivaloflights.ca](http://www.vandusenfestivaloflights.ca) for a designated half-hour entry time.

Tickets are not sold on site so we can best manage garden capacity and limit contact between visitors and staff. Entry times will be available every half hour from 4pm to 8:30pm, and the garden will be closed at 9:30pm daily (last entry time 8:30pm - 9:00pm).

## Q. How much are tickets?

A. Prices are subject to GST and online service fees.

Ticket category	Price (before tax and service fees)
Adults (19-64 years)	\$17.50
Seniors (65 years and up) and youth (13-18 years)	\$13.25
Garden (VBGA) members with valid membership card	\$13
Child (5-12 years)	\$10.25
Children (4 years and under)	Free (must reserve a ticket)

## Q. What is included in the ticket price?

A. Tickets include access to the Garden for the Festival of Lights holiday light display. Visitors will be able to stroll through 15 acres of VanDusen Botanical Garden decorated in over 1 million lights with themed areas, artistic displays and holiday music. We have removed features including the carousel, photos with Santa, live entertainment, recycled rhythms, piano tent, and the Dancing Lights show to reduce touch points and limit gathering and congestion within the Garden.

## Q. How do I purchase tickets if I don't have a computer and/or credit card?

A. If you do not have a friend or family member to assist you with your purchase, our team would be happy to assist you with a debit purchase in person, or with a credit card purchase over the phone. Please phone the VanDusen admission desk at 604-257-8463.

## Q. Do you have a group/corporate rate this year?

A. No. We do not have a group/corporate rate available this year. You can purchase 10 tickets per order, and if you would like to purchase more, you will need to process multiple transactions.

If you are interested in gifting 100 or more VanDusen Festival of Lights tickets to clients, colleagues or friends, please email [Emily.Schultz@vancouver.ca](mailto:Emily.Schultz@vancouver.ca) and provide details on the number of tickets you would like to purchase. Our ticketing provider, MyZone, will process payment for the total number of tickets, and you will be provided individual promo codes to distribute.

**Q. Can I book Festival of Lights for a group/staff event? Can I make a private booking?**

A. Thank you for your interest in VanDusen Festival of Lights. While we are not offering a group/corporate rate for tickets this year, we welcome you to book our Festival of Lights rental package in the Floral Hall or Cedar Room. For details and availability, email [vandusenrentals@vancouver.ca](mailto:vandusenrentals@vancouver.ca). Those that book an event will be provided with a 10% discount code to use for Festival of Lights tickets on the night of the event booking.

**Q. Is there a discounted ticket for Vancouver Coastal Health (VCH) volunteers like there has been in past years?**

A. Due to capacity limitations, we will not be providing vouchers for VCH volunteers this year. We do however have newly reduced admission rates for the 2021 show!

**Q. Is there a discounted ticket for members?**

A. Yes, there is a special discounted rate for VBGA garden members. The member rate is \$13 plus tax and service fees.

**Q. If I have a premium membership, can I bring a guest at the member rate as well?**

A. No. Premium members are only entitled to bring an additional person to the Garden during regular day time operating hours. For special events, only the premium member, holding the valid, current membership card, is entitled to the reduced member rate. If you would like to bring a guest to Festival of Lights, you will have to purchase a ticket for them at the regular rates.

**Q. How many tickets can I purchase?**

A. There is a maximum purchase quantity of 10 tickets per order. If you would like to purchase more than 10 tickets, you will need to process multiple orders.

If you are interested in gifting 100 or more VanDusen Festival of Lights tickets to clients, colleagues or friends, please email [Emily.Schultz@vancouver.ca](mailto:Emily.Schultz@vancouver.ca) and provide details on the number of tickets you would like to purchase. Our ticketing provider, MyZone, will process payment for the total number of tickets, and you will be provided individual promo codes to distribute.

**Q. Do I have to print off my ticket?**

A. You can either present your tickets on your mobile device or print them out for scanning upon entry. Please turn your mobile device brightness up all the way for quick scanning.

**Q. What is your refund policy?**

A. Tickets are non-refundable, non-transferable (and cannot be re-sold), and will not be replaced if expired, destroyed, lost or stolen. The original ticket purchaser is solely responsible to ensure that this ticket is not duplicated or transferred in any way. Tickets obtained from sources other than MyZone may be lost, stolen, or counterfeit, and if so, are void. (Please contact staff for extenuating circumstances)

**Q. Who do I contact if I need to exchange my ticket for another night?**

A. You can simply request an exchange by entering your order number (listed on your ticket) here: <https://www.myzonetickets.com/transfer/create>

If you have additional ticketing questions, please email our ticketing provider, MyZone, at [FOLSupport@myzone.com](mailto:FOLSupport@myzone.com) with your name and order number so they can best assist you.

**Q. Do I have to pay a fee to exchange my ticket?**

A. No. If you need to exchange your ticket for another date we do not charge a fee. Please email [FOLSupport@myzone.com](mailto:FOLSupport@myzone.com) with your name and order number so they can assist you with the exchange process, or request an exchange by entering your order number (listed on your ticket) here: <https://www.myzonetickets.com/transfer/create>

**Q. What if I don't receive my tickets after purchasing online?**

A. Please make sure to check your junk or spam folder. You will receive a confirmation email from MyZone, our online ticketing provider, with your tickets. If you did not receive this, please email our ticketing provider at [FOLSupport@myzone.com](mailto:FOLSupport@myzone.com) with your name and contact details.

**Q. Do I have to arrive at the start of my entry time?**

A. Please arrive any time during your half-hour entry time and stay for as long as you'd like. Designated entry times allow us to manage a safe capacity in the garden at all times so it is easy for everyone on site to safely physically distance. Please note that your entry time is NOT a time slot.

**Q. How long will it take me to walk through the show?**

A. We recommend about one - two hours to see the entire show. Kindly note that we will not allow visitors to re-enter once they have exited the show.

**Q. Do I have to be out of the event by the end of my entry time?**

A. No, the entry time listed on your ticket is the time frame you need to **arrive** at the event by. For example, if you purchase a 4pm to 4:30pm ticket, you must arrive at VanDusen and scan in your tickets between 4pm and 4:30pm.

**Q. Can I re-enter after I go through the event?**

A. To best manage garden capacity and provide a safe experience for all visitors, guests will only be able to go through the event once.

**Q. Are there washrooms on site?**

A. Portable washrooms will be available for use throughout the Garden. Full-service washrooms are located in the Visitor Centre, down the hall from the cafe. All portable washrooms are fully accessible for those in a wheelchair.

**Q. Are kids of a certain age free?**

A. Entry is free for children 4 and under. If you are bringing a child in this age category, please book a free ticket online for the 4 and younger ticketing category. This will allow us to effectively manage Garden capacity.

**Q. Are caregivers/attendants free?**

A. Required attendants of those needing assistance at the event are offered free access. You do not need to purchase a ticket for them. You may purchase your own ticket online, and let our staff members know your attendant is accompanying you when you present your ticket for scanning.

**Q. Will there be on-site parking available?**

A. We highly recommend walking, biking or taking public transit to the event. We are located on the #17 bus route down Oak street. We have free parking available, but spaces are very limited. The parking lot is located on West 37th Ave, just west of Oak Street. Some street parking is available in the surrounding neighbourhood.

**Q. Is there accessible/handicap parking available?**

A. Yes, we have designated accessible parking spots in our parking lot on West 37th Ave that are clearly labelled. If spots are full, there is a drop off spot located on Oak Street just north of West 37th as well.

**Q. What do I do if the Garden shuts down due to weather or unforeseen circumstances on my ticket date?**

A. Should the Garden close for an unforeseen circumstance, all ticket holders will be contacted and will have the option to move their booking to another date.

**Q. What if there is extreme weather?**

A. If there is heavy snow, wind or other extraordinary weather conditions, VanDusen Festival of Lights may close. A recorded message at 604-257-8463 will provide confirmation and all ticket holders will be contacted and have the option to move their booking to another date. For updates, follow us on Facebook, Instagram and Twitter.

**Q. Are there any food vendors on site?**

A. Yes. CinCity Donuts, Fireside Fondue, The Garden Cafe and patio, and the Shaughnessy Wine Patio will all have food available for purchase. Don't forget to stop by Fireside Fondue to relax by the fire with some tasty treats. Food vendors have been approved by Vancouver Coastal Health. For formal dining, Shaughnessy Restaurant is located on site but please book a reservation in advance at <https://shaughnessyrestaurant.com/>.

*Please note that the entire event area is not licensed, but specialty beverages will be available to visitors 19+ at The Garden Cafe, the Shaughnessy Wine Patio, and the Chateau North Pole Lounge.*

**Q. Can visitors bring their own food to the event?**

A. No outside food or drinks are permitted during this event other than water

**Q. Is the event accessible/wheelchair/stroller friendly?**

A. Yes, wheelchairs and strollers are welcome. All of the main pathways are fully paved and the festival route is accessible for those in a wheelchair or with a stroller. Some ancillary paths are compact soil and gravel. We will not have any wheelchairs available for use as we try to limit any points of contact on site. Please ensure you bring your own wheelchair, scooter or walker to the event this year if you require one.

**Q. Will Santa be at FOL this year for photos?**

A. Unfortunately Santa will not be able to make it to Festival of Lights 2021. He is resting in the workshop so he's healthy and ready to deliver presents this holiday season! We will have other photo ops with light features such as Santa's Chair, and various lighting features. Take the perfect holiday photo and share it with #vandusenFOL.

**Q. Will there be any live entertainment?**

A. To limit gatherings within the Garden, there will not be any live entertainment shows this year. We will have holiday music playing throughout the Garden though!

**Q. Will there be a Make-A-Wish candle grotto again this year?**

A. Yes, the Make-A-Wish candle grotto is back! Stop by to make a donation and light a candle.(all donations will be cashless) [makeawish.ca/](http://makeawish.ca/)

**Q. Do you allow pets?**

A. Working guide and service dogs are welcome. Please leave pets at home.

**Q. Is the event outdoors or indoors?**

A. The majority of this event takes place outdoors in the Garden so please dress appropriately for the weather and wear comfortable walking shoes. There are some indoor features such as Letters to Santa, Conifer Connect, the Chateau North Pole Lounge and the Garden Cafe.

**Q. What should I wear?**

A. Bundle up! Please dress for the weather and wear comfortable shoes as the event takes place rain, snow or shine outdoors in the Garden.

**Q. Are there ATMs on site?**

A. We have one ATM in the Visitor Centre, which is located beside the cafe. No tickets will be sold on site, so please book your tickets online in advance ahead of time. All vendors accept debit, visa and mastercard

**Q. Why do you charge a service fee?**

A. As with most events, there is a small fee for all the products and services associated with creating and executing a ticketing system. We work hard to keep these charges to a minimum, while still providing a convenient purchasing system for our visitors.

**Q. Can I purchase tickets on site on event nights?**

A. No, tickets will only be sold online for designated entry times at [www.vandusenfestivaloflights.ca](http://www.vandusenfestivaloflights.ca). To limit points of contact between visitors and staff we will not be selling any tickets on site.

**Q. What types of payment do you accept?**

A. Online tickets can be purchased with Visa, Mastercard, American Express or Visa Debit. Please note that regular debit cards and prepaid credit cards cannot be used to purchase tickets. Tickets are not sold on site this year.

**Q. Can I volunteer at Festival of Lights?**

A. In order to reduce the risk of transmission, manage capacity and limit contact on-site, we have made the difficult decision to suspend our volunteer program this year . We wish you all the best during the holiday season and look forward to welcoming volunteers back when it is safe to do so.

**Q. Can I arrange a proposal at Festival of Lights?**

A. While you are more than welcome to arrange a proposal during the show, props are not permitted and you cannot block pathways or reserve designated areas of the Garden. Event staff are not able to assist with any logistics. Please purchase regular admission tickets for you and your party online in advance.

If there is a gathering, blocked pathway or an area of congestion, security will address these issues immediately for the safety of everyone on-site.

**Q. Do I have to create a MyZone account to purchase tickets? Can I buy tickets at the Garden in person?**

A. No, MyZone does not require purchasers to create an account to checkout. We do not have any hard copy tickets available this year and tickets are not sold on site during event nights. All tickets must be purchased online in advance through MyZone for a designated entry time.

**Q. Why is MyZone collecting and storing my data? Can it be deleted? Can I buy tickets to the event through a different platform or in person?**

A. Tickets to Festival of Lights can only be purchased via MyZone. The information stored will not be used for anything other than contact tracing due to COVID-19 or technical issues with your account so MyZone can assist you with ticketing issues. Your data would only be checked in the case that Vancouver Coastal Health requests this for safety concerns, or we need to contact you about an event closure/cancellation. . You may receive emails about future events at the Garden, but you are welcome to unsubscribe anytime.

**Q. What is your spoking/vaping policy?**

A. No smoking or vaping of any kind is permitted at the Garden.

**Q. Can I bring a bike or scooter etc. in the Garden?**

A. Bicycles, scooters, and skateboards are not permitted in the Garden.

**Q. Can I fly a drone at the show?**

A. No. Drones are prohibited in the Garden at all times.