



### **Field Trips FAQ:**

When can my group come to MWL for a field trip?

Magical Winter Lights is open from 9:00 AM to 1:00 PM every weekday from November 18, 2019 - December 20, 2019 for school trips.

Are school trips guided at MWL?

School trips are self-guided through the event grounds. An official MWL representative will greet you at the event entrance to admit your group and answer any initial questions you may have, then you will be able to explore the event grounds with your group as desired.

How much does it cost?

\$8 per person for groups of 20 students or more are offered to educational organizations. Smaller groups are still welcome to attend, however they will be charged for a minimum group size of 20 students, regardless of how many students attend. Standard admission tickets are also available for purchase online at any time during the event.

Are there any size limits for groups?

Group rates will be offered starting for groups of 20 students or more. All groups must be accompanied by 1 adult chaperone for every 10 students.

Is transportation provided?

No, groups will need to provide for transit for themselves to and from the event. However, free parking for buses is provided on site at the event.

Can students bring lunches and eat during the field trip?

Yes, space for students to sit and eat inside a covered tent with tables and chairs is available at the event. However, food is not provided for field trips at MWL. Students are permitted to bring a packed lunch to have at the event site.

What happens if medical assistance is needed while on the field trip?

Magical Winter Lights does not assume responsibility for attendees while on the field trip. On-site medical assistance is not offered during field trip hours. Please notify MWL staff if emergency medical attention is required and call 911.

When should I register for our school trip?

Field trip registration will be open until December 13th, 2019. Payment and field trip forms must be submitted two weeks prior to the selected field trip date to confirm booking. Field trips are scheduled on a first come first serve basis.

About how long will a field trip at your event take?

You will need about 2 hours to complete a daytime walkthrough of the Magical Winter Lights festival grounds.

Will the lanterns be on during my field trip?

Field trips are offered during the daylight between 9AM-1PM and the lanterns will not be visible. The lanterns will not be turned on but are just as beautiful during the daylight.

What is your cancellation policy?

School Trips can be rescheduled for another time up to 24 hours in advance of the scheduled arrival time. After that, trips can not be changed. No refunds are made for any reason once trips have been scheduled, however we do welcome you to reschedule your visit 24 hours in advance should something come up.

My question wasn't answered in these FAQs. Who can I contact?

If you have any questions or concerns regarding field trips, please send an email to [info@maigcalwinterlights.com](mailto:info@maigcalwinterlights.com) and use the subject line "Field Trip Inquiry".