

Santa in the Square 2023 FAQ

Where is Santa in the Square 2023?

The grotto is located in Town Hall Square, LE1 9BG

When can I visit Santa in the Square?

Dates: Saturday 2nd December – Saturday 23rd December 2023

The opening times for the grotto are as follows. Please note that Santa and Elf will need a break during their day so queues will be shut off during this time.

Queues may also need to close ahead of the advertised end time to make sure those waiting can be seen ahead of the grotto closing.

Mon-Fri: 12noon – 2pm & 3pm – 6pm

Sat: 11am – 2pm & 3pm – 6pm

Sun: 11am – 1pm & 2pm – 4pm

How much is it to go?

There is no charge. The grotto is free to visit

Will my child get a gift?

Yes, all visitors to Santa will receive a free gift.

Are there age restrictions?

No, any age can visit Santa

Can I book in advance?

No. Visits to Santa and elf are not bookable in advance. Visitors will be asked to join the queue on arrival.

If I am in the queue, will I definitely see Santa?

Queues will be managed as best as possible. They will be shut off in advance of the grotto closing time and when Santa and Elf require breaks. Those queuing will be notified when the queue is being shut and could be asked to return at another time if necessary.

Do I need to be with my child?

Yes, all children visiting Santa will need to be accompanied by an adult in the queue and in the grotto

Are there specific times for SEN sessions?

No. The grotto is accessible to all during all opening times. If any support is needed, you can speak to our helpful staff on arrival. There is access for wheelchairs via ramp, the door width is 32 inches.

Can I bring my pushchair?

Yes, but we would prefer that you do not bring it into the grotto. You will be able to leave outside and collect when leaving.