

2025 Holiday Express Know Before You Go

Important Parking Details

- Please pay attention to the specific parking information for the date of your event ticket.
- Parking is not the same for all event nights. [Learn more about Parking](#)

Event Information

- The train time you purchased is the time you must ride. **Requests to change train times will not be honored.** Please arrive at the train station at your scheduled time. Wait times may range from 15 to 30 minutes.
- If anyone in your party is in a wheelchair and unable to transfer to a traditional seat, please notify staff at the event entrance. They will be able to explain how to proceed with your train ride.
- Your ticket is linked to your Ticketmaster account or your digital wallet. This must be shown at the entrance. Printouts or screenshots will not be accepted.
- Please ignore the time range listed below the barcode and arrive at the train tunnel at the time indicated on your ticket.
- You may enter the park at any time throughout the event once the gate opens.
- All guests 1 year of age and older require a ticket.
- The train ride seats a maximum of 3 per seat (typically two adults + 1 small child). Please split up your party accordingly before boarding.

Food and Beverage

- Food such as snacks and meals will be available for purchase at Pullen Café.
- Contact the Pullen Café at Eat@PullenCafe.com for specific questions about the food menu.

Restrooms

- Restrooms will be available on the back of the welcome center and next to the carousel.
- All bathrooms will have a changing station.
- Any mothers in need of a nursing location, please visit the Welcome Center/Gift Shop. Our private offices are available if needed for this purpose.

Event Activities

- A [checklist of activities](#) will be available during sensory days.
- Activities will take place in a more compact area, mainly around the park's lower level.
- The Inflatable Slide, Inflatable Maze, Bounce House, and Inflatable Obstacle Course will not be available during the sensory day times.
- If you would like to participate in these activities or stay to see the lights in the evening, you are welcome to do so.
- The Club Cocoa activity (\$) will be available at the Pullen Café during these event hours.
- Santa's Caboose is not accessible; however, Santa would be happy to come out and meet you just outside of the caboose if you are unable to navigate a small set of stairs.
- Please be aware that the Enchanted Elevator experience takes place in an enclosed space and has a louder volume, as well as video, auditory, and sensory effects. There is a scene that very briefly simulates a strobe lighting effect. You can exit the elevator at any time if you are uncomfortable by gently pressing on the exit door.
- All activities are subject to change or modification due to circumstances beyond our control.

Inclement Weather

- Holiday Express will run in light rain and/or snowy conditions. Please dress accordingly, as we do not have indoor areas for guests to spend time.
- Any decisions on cancellations will be made by 10 a.m. on the day of the event. Guests will be notified via email, and updates will also be posted on the Holiday Express website.
- In the event of cancellation, updates on rain dates and ticketing options will be provided at that time.
- No refunds will be offered.

Questions?

- In advance of the event date, please email HolidayExpress@Raleighnc.gov
- Day of the event, please stop by the Welcome Center/Gift Shop