



# HOLIDAY EXPRESS

KNOW BEFORE YOU GO

For additional event information, visit [parks.raleighnc.gov](http://parks.raleighnc.gov)

## TICKETS

A ticket is required for all guests ages two and up for entrance to Holiday Express. All tickets will be sold through Eventbrite. Once purchased, tickets will be emailed to the email address used to purchase the tickets and will also be available through the Eventbrite App.

Please download the Eventbrite App to access your e-tickets, or print the paper tickets. Tickets will be required for entrance to the event.

For questions regarding ticketing or issues with accessing your Eventbrite account, please email [Holiday.Express@raleighnc.gov](mailto:Holiday.Express@raleighnc.gov).

There is not a waitlist for Holiday Express tickets. Please check [holidayexpress.eventbrite.com](http://holidayexpress.eventbrite.com) for ticket availability.

Please note that your event ticket will also be used as your boarding pass for the train. Please make sure to hold onto your tickets for the duration of the event.

**Limited Edition Ornament:** The 2019 limited edition Pullen Park carousel themed ornament is the Tiger! Limited quantities are available for purchase at the park. \$15 per ornament.

## GENERAL EVENT INFORMATION

**Event hours:** 4:00pm - 9:00pm

This is an outdoor event – please dress accordingly. Ticketed guests are welcome to enter the event any time after 4pm on the date of their purchased tickets.

**Food:** Pullen Place is a locally owned cafe committed to providing fresh, delicious food in the heart of Raleigh's Pullen Park. Each night of Holiday Express, Pullen Place will offer a variety of seasonally inspired comfort foods to help keep your family warm and in the holiday spirit. The Holiday Express menu will feature hot drinks, snacks and hearty meals (from hot dogs, nachos and pizzas to specialty sandwiches and house made soup & chili) that are made from scratch featuring local ingredients. The Cafe offers a variety of options for those with dietary restrictions and/or allergies so everyone in the family can enjoy something. Additionally, Santa's Snack tent will be centrally located in the Plaza and offer hot chocolate, popcorn, baked goods, and other holiday treats. For more information about Pullen Place or to see this year's Holiday Express menu, visit [www.PullenPlace.com](http://www.PullenPlace.com) or call the Cafe team at 919-829-7180.

**Event Parking:** Extremely limited parking will be available on the Pullen Park Campus. Parking is available at the NCSU's Coliseum Deck. Parking attendants will direct you to available spaces. Parking is a short walking distance to the event. Shuttles will not be provided.

Visit [go.ncsu.edu/eventparking](http://go.ncsu.edu/eventparking) to purchase a free permit. Enter "Express2019" as the voucher code. NCSU Transportation: 919-515-3424.



**Train Ride:** Enjoy the holiday lights as you hop aboard the Holiday Express train! Your designated ride time is located on your event ticket. Children under two years without a paid admission must be held or sit in the lap of an accompanying adult during the duration of the train ride. They cannot occupy a seat.

**Arrive at the train station 15 minutes prior to departure.**



**Carousel:** Choose your favorite animal and enjoy unlimited rides on the historic Dentzel carousel.



**Visit with Santa:** The line to see Santa will take place in a virtual queue. If you plan to see Santa, we suggest checking in with event staff immediately upon your arrival at the event, as wait times may be long. While you're waiting, please enjoy the rest of Holiday Express.



**Polar Pavilion:** Make your own hot chocolate station and more photo opportunities!



**Ornament Station:** Design an ornament to remember Holiday Express.



**Crafty Elves Tent:** Visit our craft station to create a holiday crafts to enjoy all season long.



**North Pole Treasures Gift Shop:** Stop by for fun themed merchandise, ornaments and light up toys!



**Reindeer Food Station:** Make reindeer food to sprinkle on the lawn on Christmas Eve! Remember reindeer need energy too!



**Sledding Hill:** Take an awesome and super-fast sled ride down a real snow covered slide!



**RFD S'more Station:** Enjoy a delicious treat and learn about fire safety from the Raleigh Fire Department.



**Rotary's Snowglobe Experience:** Step inside a giant snowglobe for a spectacular photo opportunity! Both a shared and private experience will be available this year.



**Candy Cane Hunt:** Grab a map and seek out the hidden candy canes to win a cool prize!



**Santa's Snacks Heated Seating:** Enjoy a delicious snack in a heated tent near Santa's workshop.



**Secrets of the North Pole:** Listen to fun holiday stories told by Mrs. Claus up at the children's stage in the playground area! Performances are 30 minutes and begin at 4:30, 5:30, 6:30, 7:30 and 8:30 pm.

## INCLEMENT WEATHER PLAN

In the case of severe weather (rain with extreme wet conditions, high winds and/or lightning, extreme cold conditions with ice and/or snow), Holiday Express may be cancelled. Weather conditions are evaluated on a daily basis. Event cancellations will be made by 12:00pm on the day of the event. Registered guests will be notified by email (must have provided a valid email address during registration) and information will be posted on the website, [parks.raleighnc.gov](http://parks.raleighnc.gov).

In the case of an event cancellation, guests may either attend a designated rain date or request a refund. Due to the popularity of this event, ticket transfers to other nights are not available.

**2019 RAIN DATES:** December 9 & 16

## REFUND POLICY

All refund requests received in writing 7 days or more in advance of the start date of the event are entitled to a 100% refund.

- Refund/credit/transfer requests received less than 7 days prior to the start date of the event may not be granted.

- Refunds for medical reasons requested prior to the start date of a program will be granted at 100%, subject to verification.

- Non-attendance/non-participation in a program does not entitle a patron to a refund.

Refund requests may be emailed to: [holidayexpress@raleighnc.gov](mailto:holidayexpress@raleighnc.gov)

