# *Gardens Aglimmer Sensory Friendly Night 2026*

## Frequently Asked Questions and Helpful Information

### What is Sensory Friendly Night at Gardens Aglimmer?

Sensory Friendly Night is a special evening designed to create a more comfortable and welcoming holiday experience for guests with sensory sensitivities and their families. We've made thoughtful adjustments to the traditional Gardens Aglimmer experience, including reduced attendance, softer music, and gentler lighting, so guests can enjoy the magic of the season in a way that works best for them. Sensory Friendly night takes place on Monday, Dec. 14.

### How is Sensory Friendly Night different from a regular Gardens Aglimmer evening?

Guests will still enjoy the beautiful holiday lights and festive atmosphere of Gardens Aglimmer, with several adjustments to create a more sensory-friendly experience:

- Fewer guests: Reduced ticket capacity allows for a less crowded, more comfortable environment.
- Softer sounds: Gentle holiday music will play at a lower volume throughout the Gardens.
- Gentler lighting: Light displays will be primarily static, with limited flashing or rapidly changing effects.
- Visual event guide: An enhanced event map and guide featuring images will help guests know what to expect before and during their visit.
- Supportive staff: Trained staff and volunteers will be available to answer questions and assist guests as needed.
- Explore at your own pace: The self-guided experience allows guests to move through the Gardens at a pace that feels comfortable for them.
- Sensory support: Sensory engagement opportunities while waiting in line for Santa and sensory kits available to borrow will help guests feel more comfortable.

### Will the holiday lights still be on?

Yes! Guests can still enjoy the colorful, illuminated displays that make Gardens Aglimmer special. For Sensory Friendly Night, most displays will feature steady lighting, with limited flashing or rapidly changing effects. Please note that the Gardens will still be brightly illuminated in some areas.

### Will there be music?

Yes. Gentle holiday music will play at a reduced volume to create a festive atmosphere without overwhelming sound levels.

### Will the event be less crowded?

Yes. We limit the number of tickets sold for Sensory Friendly Night to provide more space for guests to explore comfortably. While other visitors will be present, overall attendance will be lower than on a typical Gardens Aglimmer evening.

### Do we need to arrive at a specific time?
You will purchase a ticket for a specific time slot, and we encourage you to adhere to this time when possible. However, we understand that getting ready for an outing and navigating transitions can take extra time. You will not be turned away if you arrive outside your ticketed time slot.

### Can we leave and come back if we need a break?
Absolutely! Re-entry is permitted during Sensory Friendly Night. If you or someone in your group needs a break outside the Gardens, you're welcome to leave and return later that evening during event hours.

### Can we explore the Gardens at our own pace?
Yes, Gardens Aglimmer is a self-guided experience, allowing guests and families to explore at their own pace. You're welcome to take your time enjoying the displays and move through the Gardens in a way that feels most comfortable.

### Will sensory support items be available?
Yes! Sensory kits will be available to borrow during the event. Guests are also welcome to bring their own sensory support items, such as noise-reducing headphones, sunglasses, fidget toys, or other comfort items.

### What if my child or someone in my group has difficulty waiting in line?
We understand that waiting in line can be challenging for some guests. Sensory engagement opportunities will be available in the line to meet Santa to help make the waiting experience more comfortable and enjoyable.

### Will staff be available to help?
Yes! Our staff and volunteers will receive training to help support guests during Sensory Friendly Night. If you have questions, need assistance, or would like help navigating the experience, please don't hesitate to ask.

### Do guests need to have a diagnosed sensory condition to attend?
Not at all! Sensory Friendly Night is open to everyone who would benefit from or simply prefer a quieter, less crowded holiday experience. We welcome individuals of all ages and abilities, along with their families, friends, and caregivers.

### Will Sensory Friendly Night be completely free of sensory stimulation?
No. While we've made adjustments to reduce common sensory triggers, Gardens Aglimmer is still an outdoor holiday light experience with illuminated displays, music, other guests, and seasonal activity. We encourage families to consider their individual sensory needs when planning their visit.

### What if I have additional questions or specific accessibility needs?
We want every guest to feel welcome and prepared for their visit. If you have questions about Sensory Friendly Night or would like to discuss specific accommodations, please contact the Gardens team before your visit. We're happy to help you plan an enjoyable experience. You can email gardensaglimmer@gmail.com or call 502-594-3883.

### How much does a ticket cost?
Adults (13+): $17 Nonmembers | $12 Members
Children (3 – 12): $10 Nonmembers | $8 Members
Children (0 – 2): FREE!
**Guests under the age of 18 must be accompanied by an adult.*

### What forms of payment are accepted?
All major credit cards are accepted. Since Gardens Aglimmer is a timed, ticketed event, purchase all tickets online, in advance.

### Can I use my ticket on another night?
Yes, but please note that sensory friendly modifications are only available on Monday, Dec. 14. To use your ticket on another night, submit your request at least 24 hours in advance of the ticket date and time for a one-time ticket change.

To change your tickets, email gardensaglimmer@gmail.com. Include the name of the person who purchased the tickets, the order number, and a phone number. If you do not include this information, your ticket change request will not be processed.

### Can I get a refund for my tickets?
Registration and ticket fees are non-refundable except in the case of event cancellation by Waterfront Botanical Gardens.

### How will I receive my tickets?
You will receive a confirmation email with a ticket QR code after purchasing your ticket(s). Display your QR code on your mobile device when you arrive at the Gardens, or print a hard copy to present at check-in.

### What are the dates for Sensory Friendly night?
Sensory Friendly night only occurs on Monday, Dec. 14.

### What are the event hours?
Gardens Aglimmer is a timed event with time slots starting at 5:45 p.m. The last entry is at 8 p.m., the bar closes at 8:15 p.m., and the lights turn off at 8:45 p.m.

Timed ticket selections: 5:45 p.m., 6:15 p.m., 6:45 p.m., 7:15 p.m., 7:45 p.m.

### What happens if it rains, or in the event of severe weather?

Gardens Aglimmer will proceed unless conditions become severe or prohibit our lights from operating properly. If Waterfront Botanical Gardens cancels the event, you will be notified via the email address you used when purchasing your tickets. You can reschedule your tickets, receive a refund, or donate the value of your ticket to Waterfront Botanical Gardens. We also post any cancellation notices to our social media accounts and on our website by 2 p.m. on the day of the cancellation.

### Is this event wheelchair accessible?

Yes. All garden pathways are fully ADA accessible. Manual wheelchairs, motorized scooters, and strollers are allowed.

*Please note:* The Beargrass Creek Pathway drops about 20 ft. at a grade of 4-5%. It is fully paved and ADA accessible.

### Where will I park when I arrive?

Parking is FREE and located in the main parking lot at (1435 Frankfort Ave.). Parking attendants will direct you once you're inside the main gate. Handicap accessible parking is available.

### Are pets allowed?

No pets allowed except for registered dogs on One Last Wag night; Wednesday, Dec. 30. ADA-defined service animals are always welcome.

### Can I bring my own food and drink?

No outside food or beverage is allowed. Leave your personal beverage bottles and snacks in your vehicle. Hot beverages, alcoholic beverages, and holiday treats are available for purchase.

### Is Gardens Aglimmer a walk-through or drive-through show?

This is a walk-through event, and our paths are wheelchair accessible.

### What is the address for the event?

Gardens Aglimmer is hosted by Waterfront Botanical Gardens; located at 1435 Frankfort Ave., Louisville, KY 40206.

### Who designs and installs the show?

We do! The Waterfront Botanical Garden horticulture and facilities staff work tirelessly from October through November to design, create, install, and manage the light displays throughout the Gardens.

How do I get the Member rate?
Visit waterfrontgardens.org/membership to become a Waterfront Botanical Gardens Member. Members receive exclusive benefits, including discounted rates on programs and events, while supporting the mission of the Gardens.

How can I support the Gardens?
Waterfront Botanical Gardens is a 501(c)(3) nonprofit that relies on individual donations, program fees, and venue rentals. Revenue from special events like Gardens Aglimmer are incredibly important to our livelihood. You can also make a tax-deductible contribution online at waterfrontgardens.org/support or mail a check to PO Box 5056, Louisville, KY 40255; payable to Waterfront Botanical Gardens.

For any additional questions, please call 502-594-3883 or email gardensaglimmer@gmail.com

***We look forward to seeing you at the Gardens!***