

FREQUENTLY ASKED QUESTIONS

How Much Does a Ticket Cost?

WBG Members \$7.50

Non-Members \$10.00

Child ages 7-12 \$5.00

Children 6 and under are FREE

ON PEAK NIGHTS:*

WBG Members \$11.25

Non-Members \$15

Child ages 7-12 \$7.50

Children 6 and under are FREE

**Peak nights are Fridays & Saturdays and December 14th-23rd*

What Form of Payments are Accepted?

Tickets must be purchased in advance and online. All major credit cards are accepted.

Can I Use My Ticket on Another Night?

Yes, you can exchange your ticket by emailing info@waterfrontgardens.org. In your email requesting an exchange, please include the name of the person who purchased the tickets and a phone number in case there is a need to call.

NOTE: As a courtesy, we ask that guests submit tickets changes at least 24 hours prior to their original ticket date and limit changing tickets to one time.

Can I Get a Refund For My Ticket?

Refund Policy: Registration and ticket fees are non-refundable *except in the case of a program/event cancellation by WBG*. In select cases tickets may be transferred to another program/event or attendee. Please email info@waterfrontgardens.org or call 502-276-5404 for more information.

How will I receive my tickets?

When you purchase your tickets, you will receive a confirmation email with a link to your tickets. Please print your tickets or have them ready on your mobile device to present at check-in when you arrive at the event.

What Are the Dates for the Event?

Thursday, December 1st – Saturday, December 3rd

Wednesday, December 6th – Saturday, December 10th

Wednesday, December 13th – Friday, December 23rd

Tuesday, December 27th – Friday, December 30th

What Are the Event Hours?

Gardens Aglimmer is a timed event with time slots starting at 5:45pm. The lights are turned off at 9:00pm each night.

Time Slots:

5:45pm – 6:15pm

7:15pm – 7:45pm

6:15pm – 6:45pm

7:45pm – 8:15pm

6:45pm – 7:15pm

8:15pm – 8:45pm

What Time Does the Event Close at Night?

Lights out is at 9:00pm

When Should I Arrive?

Tickets are purchased for a specific time slot. Please arrive on time for your designated entry time to prevent overcrowding and parking issues.

What Happens if it Rains or in the Event of Severe Weather?

In the event of inclement weather, Gardens Aglitter will proceed unless conditions become severe or prohibit our lights from operating properly. If the event is canceled by WBG, you will be notified via the email address you used when purchasing your tickets. Additionally, WBG will post any cancellation notices to our social media accounts as well as on our website by 2pm on the day of the cancellation.

Is This Event Wheelchair Accessible?

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

Please note: The Beargrass Creek Pathway drops about 20 feet 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 WBG. Parking attendants will direct you once you proceed through the main gate. Handicap accessible parking is available.

Are Pets Allowed?

No pets allowed please. ADA-defined service animals are welcome.

Activities

Enjoy a stroll through our holiday lights display while enjoying a hot drink and sweet treat from our Jingle All the Way Café. This year's event will also include visits with Santa, crafting activities for kids of all ages, and great photo opportunities.

Please note: Santa will only be available for visits from **6pm – 8pm each night** between **12/14-12/23**.

Can I Bring My Own Food & Drink?

No external food or beverage is allowed. Please leave your personal beverage bottles and snacks in your vehicle. Hot beverages and holiday snacks will be available for purchase.

Is Gardens Aglitter 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?

Waterfront Botanical Gardens is located at 1435 Frankfort Avenue, Louisville, KY 40206.

Who Designs and Installs the Show?

We do! WBG horticulture staff work tirelessly through November to design, create, install and manage the light displays throughout the Gardens.

We look forward to seeing you soon!!
Waterfront Botanical Gardens

Additional questions? Please call 502-276-5404 or email info@waterfrontgardens.org