Ticket hotline: 07766 376410
Email: admin@ukgrandsales.co.uk

FAQs

Do you charge for car parking?
No. All the venues have free car parking, just a few seconds or at the most a couple of minutes from the venue.

Can we have a meal at your events?
Yes, all the events offer food and drink, in most cases a section of both hot and cold meals, tea, coffee, cakes and alcohol. There are tables and chairs so you can sit in comfort.

Have all the venues got disabled access?
Yes. All the venues are actual buildings which comply with the legislation regarding disabled access. There are lifts at Ascot and Cheltenham Racecourses where the Fair is over two floors. All the venues have disabled parking as near to the venue as possible. Wheelchairs are welcome.

Can I visit your shows if I don't have a car?
The Christmas Fair at Ascot and Ascot Fashion Weekend is about an 8 minute walk from Ascot train station; the Great Yorkshire Christmas Fair in Harrogate is about one mile outside the town from where you can catch a bus to the Great Yorkshire Showground, though there is a long walk from the bus stop to the entrance; at the Cheltenham Christmas Fair, the main Cheltenham 'Park and Ride' is situated in the venue's south car park giving excellent public transport links to the town centre and Cheltenham Spa train station via bus service 'D'. See venue websites for more information.

Can I bring my baby in a pushchair?
Unfortunately our health & safety policy does not allow for pushchairs and buggies due to the overcrowding which can be experienced at peak times. We ask that parents with small babies use baby carriers which are freely available at the entrance. Help will be given if you have not used a baby carrier before. Pushchairs and buggies can be left in the buggy park where they will be watched by a member of staff.

Do you offer special ticket rate for concessions?
All ticket prices are the same for everyone although accompanied children under 16 are free, as are carers. If the latter, just book a ticket for the principal customer and let the front of house staff know you are their carer. Buying an early bird ticket online saves you £4 per ticket and buying a standard online tickets saves you £2.

If I order online just before the event, how will you get tickets to me?
Most tickets are now e-tickets so if you order online, you will be sent your ticket by email. If you are a coach/large party you can order by phone (07766 376410) and receive an invoice and tickets will be left on the door for you to collect.

Can I bring my dog?
I'm afraid pets are not allowed in any of our venues. We obviously make allowances for any licensed guide dogs or assistance dogs but ask that you please show your license card.

Do I have to pay for children?
No, accompanied children under 16 are free

Do you offer refunds for tickets?
No, we don't offer refunds. Each ticket can be used on any day of the event so that if you suddenly find you can't make the day you had booked, you can still visit the show on one of the other days.