

Immersive Christmas Carol Tour

Frequently Asked Questions

Tour Details:

Q: What is the tour like?

A: You will be on a self-guided one-way route through the house beginning in the Den and stopping in each room for no more than 5 minutes. As you walk through you will hear audio and see visual affects which tell the Christmas Carol story. Audio and light cues will prompt you to move from room to room (doors will remain open).

Q: Will there be actors in any of the rooms?

A: No, the tour relies completely on audio and visual affects.

Q: Is this event appropriate for young kids?

A: The story does include ghosts and mention of the death of Tiny Tim. Use your discretion as a parent.

Ticketing:

Q: Why is "Admission for 4" the same price as "Admission for 5"?

A: As a special "Scrooge Deal" if you are booking for a group of 5 your fifth person gets in free!

Q: Why is there a service fee?

A: A service fee is collected by our ticketing company in order to provide the online ticketing service.

Q: What do the various admission tickets mean?

A: As the purchaser, you must choose the ticket based on how many people will be accompanying you. If you have a group of 3 you will choose "Admission for 3" and you will receive one barcoded ticket for the 3 of you.

Q: Do I need to print my ticket?

A: No, we will collect the purchaser's name at the door.

Safety:

Q: Will other purchasers share my time slot?

A: No, there is only 1 purchaser per time slot.

Q: Will other groups be in the house at the same time as me?

A: Time slots are spaced at 15min intervals with a maximum of 2 groups in the house at any one time.

Q: Is a washroom available?

A: No, we encourage visitors to use the washroom at home before arriving. Once the tour begins you must continue to move through the house on a one-way route.

Q: Do I have to wear a mask?

A: Yes masks are mandatory and must be worn for the duration of your time in the house.

Accessibility:

Q: Does the tour involve stairs?

A: Yes, the tour includes the second floor of the house with a set of stairs to reach this floor. The entrance to the house also includes stairs.

Other Questions:

Q: Will you have gift shop items for sale?

A: Yes, you can purchase items from our gift shop before you exit at the end of your tour.

Q: Do you sell masks?

A: Yes, we have handmade cloth masks available for purchase.