

# Personal Assistant (PA) Scheme

We offer Personal Assistant tickets for guests who require assistance, at no additional cost. We also have PA Ride Wristbands entitling your Personal Assistant to accompany you on your purchased rides. Please note your Personal Assistant Ride Ticket does not include fast-track entry to your chosen ride.

For those with Child and Teen tickets, Personal Assistant ticket shall also be provided if required, at no additional cost, but the child or teen must be accompanied by a paying adult ticket holder (such adult ticket holder may be the Companion or Personal Assistant).

At Hyde Park Winter Wonderland everyone in your party will need an entrance ticket prior to arriving at the event. Please do be sure to select your PA entrance ticket as well as your own if you require additional assistance whilst at the event.

You will need to attach your supporting documentation to support your PA ticket request at the point of purchase order to proceed with your booking.

If you do not have the relevant documentation or have any questions about your PA tickets, please contact us [HERE](#)

## **PA tickets are available for all our pre-bookable attractions which include:**

- Ice Rink
- Magical Ice Kingdom
- Bar Ice (drinks are not included as part of a PA ticket at Bar Ice)
- The Giant Wheel
- Zippos Christmas Circus
- Cirque Berserk

## **Please make sure you provide one of the below documentations to support your PA request:**

- Copy of DLA, PIP or Adult Disability Payment entitlement letter
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with +1 icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- A current and valid blue badge
- Any other relevant documentation

# Personal Assistant (PA) Ticketing Guide

## Step 1 – select your tickets:

Everyone visiting Hyde Park Winter Wonderland will require an admission ticket for **ENTRY**, including Personal Assistants. Please add your PA ticket alongside the number of tickets you require.

General Entry		
Ticket type	Cost	Quantity
ADULT/TEEN ENTRY	£0.00	1
CHILD - 12 AND UNDER ENTRY	£0.00	0
INFANT ENTRY (2 AND UNDER)	£0.00	0
PERSONAL ASSISTANT ENTRY <sup>?</sup>	£0.00	1

The same is true for **ATTRACTIONS**. Personal Assistant tickets are available for all our pre bookable attractions and can be added to your basket on each of the attraction pages. Please purchase tickets for your whole party, including your Personal Assistant.

The Giant Wheel Admission		
Ticket type	Cost	Quantity
ADULT/TEEN	£9.00	1
CHILD - 12 AND UNDER <sup>?</sup>	£7.00	0
FAMILY ENTRY	£28.00	0
<small>Price shown is the full price of a family package (tickets are booked in multiples of 4) A family tickets includes 1 adult and 3 children or 2 adults and 2 children</small>		
CONCESSION <sup>?</sup>	£8.00	0
PERSONAL ASSISTANT <sup>?</sup>	£0.00	1
PRIVATE POD <sup>?</sup>	£48.00	0

## Step Two – Ride Wristbands

After adding your Personal Assistant Entry Ticket, the Personal Assistant Ride Tickets will appear.

The PA Ride Wristbands entitle your Personal Assistant to accompany you on your purchased rides.

Your wristband can be collected from one of our two Information Points onsite.

Each **RIDE** at Hyde Park Winter Wonderland is different. We would therefore encourage that you read the information box for all the rides that you'd like to attend.

General Entry		
Ticket type	Cost	Quantity
ADULT/TEEN ENTRY	£5.00	0
CHILD - 12 AND UNDER ENTRY	£5.00	0
INFANT ENTRY (2 AND UNDER)	£0.00	0
PERSONAL ASSISTANT ENTRY <sup>?</sup>	£0.00	1

Rides Personal Assistant		
Ticket type	Cost	Quantity
PERSONAL ASSISTANT RIDES <sup>?</sup>	£0.00	1

Add to Basket →

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## Step Three – Upload your Documentation.

On the checkout page, you will be asked to upload your documentation.

This will be reviewed by See Tickets. Should See Tickets require any additional information, or documentation they will be in contact with you.

As accessible positions at venues are usually limited, we need to ensure that tickets reach the people that need them.

To help us ensure that these tickets are made available to those with these genuine needs, please upload a copy of one of the following.

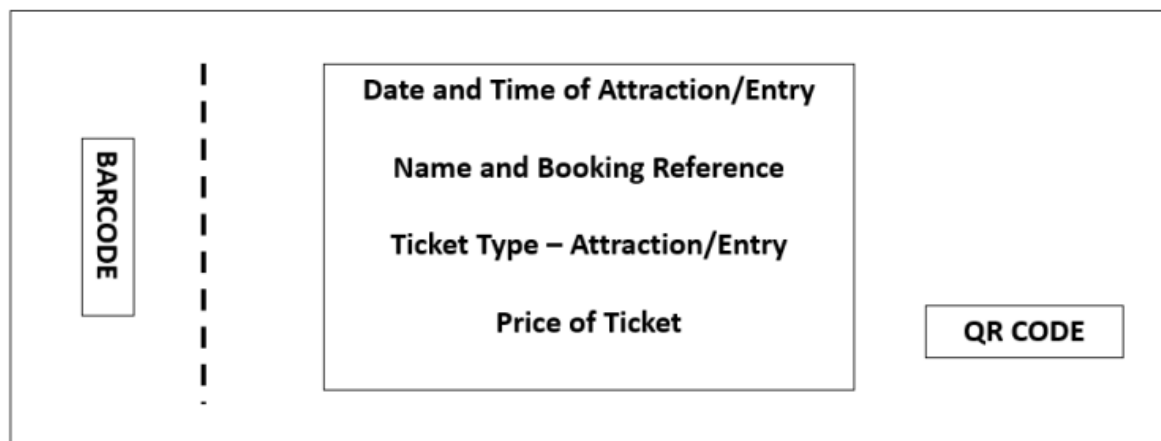
- Copy of DLA, PIP or Adult Disability Payment entitlement letter
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with +1 icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- A current and valid blue badge
- Any other relevant documentation \*

\* Please note: If you are unable to upload appropriate documentation this may result in your order being cancelled. We appreciate your cooperation.

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## Step Four – Your tickets

Your tickets will be issued via email with the following layout:



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For any ticketing queries, please contact See Tickets [HERE](#)

For any other queries about the event, please contact our customer service team [HERE](#)