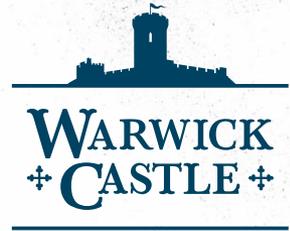


Light Trail Booking Process



This document has been written to help guide you through the light trail booking process. It is in two sections

Sections 1 to 9 Will guide you through booking just the light trail.

Sections 10 to 20 Will guide you through booking a day at the castle plus the light trail at the end of the day

How to Make your booking.



This process is very simple and will only take a few short minutes.
Start by choosing the link below to access the booking page.

[Christmas Light Trail at Warwick Castle](https://warwick-castle.com)
[\(warwick-castle.com\)](https://warwick-castle.com)

LIGHT TRAIL	CASTLE + LIGHT TRAIL
From £16.50	From £27.50
	
AFTER DARK TRAIL	AFTER DARK TRAIL
<ul style="list-style-type: none">✓ An illuminated magical light trail through the castle grounds and gardens✓ Access to the light trail route✓ 45-minute light trail experience✓ Feast on festive food from the Christmas market stalls✓ Access to Light Trail only	<ul style="list-style-type: none">✓ An illuminated magical light trail through the castle grounds and gardens✓ Access to the light trail route✓ 45-minute light trail experience
Book now	Book now

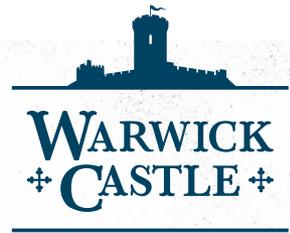
Scroll down on the booking page until you see the images on the left

You may wish to book only the light trail in this case click on the red  button, and go to **section 1** of this guide

You may wish to book a day at the castle and then visit the light trail in the evening in this case click on the red  button, under Castle and Light trail and go to **section 11** of this guide

Section 1

Light Trail Only



Navigation menu: Daily Tickets | The Castle Dungeon | Group Tickets | Annual Passes | Enhance Your Visit | Promotional Code

CHRISTMAS AT THE CASTLE

COMPLETE YOUR CHRISTMAS WISH LIST IN ONE TRULY MAGICAL DESTINATION

NOVEMBER 2023

MON	TUE	WED	THU	FRI	SAT	SUN
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Available Tickets for Saturday, 25 November 2023



Festive Light Trail Only
See the Grounds in a New Light
£20.00

[Buy Now](#)

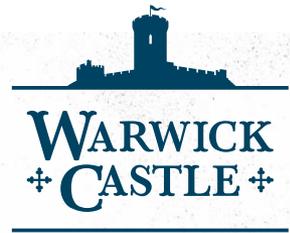
Trustwave
Trusted Commerce

Here you will be able to choose the date of your visit by clicking on the date of your choice. Click on the arrows next to the Month and year to change the month. If a date is grey, not bold, this means that unfortunately there are not spaces available for this date.

Once you have chosen your date click on the green [Buy Now](#) button.

This will take you to **section 2** on the page below.

Section 2



On this page you can add the number of tickets you require by clicking on the plus buttons.

The screenshot displays a ticket selection page for 'Festive Light Trail Only'. The page includes a navigation bar with options like 'Daily Tickets', 'The Castle Dungeon', 'Group Tickets', 'Annual Passes', 'Enhance Your Visit', and 'Promotional Code'. The main content area shows a ticket for £20.00, a free carer ticket for £0.00, and a free ticket for children under 3 for £0.00. Each ticket has a minus, a zero, and a plus button to adjust the quantity. A blue arrow points to the plus button on the £20.00 ticket. At the bottom, there are 'Back' and 'Next' buttons, with 'Next' being highlighted in blue.

You can also add a free carer ticket and free toddler and baby tickets (under 3 years old)

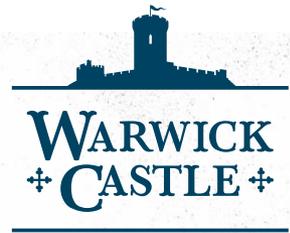
Once you have selected your tickets click on the blue button.



This will take you to **section 3** on the page below.

Section 3

This page allows you to choose the time that you wish to begin the light trail.



Navigation: Daily Tickets | The Castle Dungeon | Group Tickets | Annual Passes | Enhance Your Visit | Promotional Code

Festive Light Trail Only

See the Grounds in a New Light



Important Information:

This ticket is for entry to the Light Trail and 60 minute experience. This does NOT include entrance to the castle or other additional attractions.

Important Information:

- The time you select in the next step is the start time of your Light Trail experience.
- This ticket does not grant admission to Warwick Castle, shows and attractions nor additional attractions such as The Castle Dungeon, Ice Skating Rink, Stories with Santa etc.

Select Date Below

NOVEMBER 2023						
MON	TUE	WED	THU	FRI	SAT	SUN
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Available Times

- 16:30 (SOLD OUT)
- 16:45 (SOLD OUT)
- 17:00 (SOLD OUT)
- 17:15 (SOLD OUT)
- 17:30
- 17:45
- 18:00

Selected Date: Saturday, 25 November 2023

Selected Time: 17:30

Buttons: Cancel | Next

Some time slots may be already sold out, so simply click on the next available time

Once you are happy with your selection click on the blue button



This will take you to **section 4** on the page below.

Section 4



This page allows you to add ice skating to your order. If you don't want this option, simply click on the  button and proceed to **section 5**

Skate Session

SKATE ONLY

Please Select

Individual (3+ Years)
Online Price: £20.00

Carer
Online Price: £0.00

Back Not now, thanks Add To Cart

Should you wish to add skating

Select your skate time slot here

Select number paid and carer tickets here

Once completed click on the green  button and proceed to **section 5** on the page below

Section 5



This is the confirmation page where you can check that your order is correct .

Basket (3 Items)		Modify Basket
Festive Light Trail Only Individual (3+ Years) Date: 25/11/2023 Time: 18:15	Qty 2 £40.00	
Festive Light Trail Only Carer Date: 25/11/2023 Time: 18:15	Qty 1 £0.00	
		Subtotal (Excluding VAT) £33.34
		VAT £6.66
		Total £40.00

By ticking this box, I confirm that I have read and agreed to the [Terms and Conditions](#) of sale and note that tickets are non-refundable and non-transferable once purchased.

Yes, I would like to receive personalised offers and updates from [Merlin Entertainments Group brands and attractions](#) by email, SMS and online marketing, as described in the [Privacy Policy](#). I understand I can unsubscribe at any time.

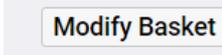
[Continue Shopping](#) [Checkout](#)

In this example

Two tickets and 1
carer ticket have
been selected
For the 25th
November at 6.15pm

Assuming that all is correct, please click on this box to confirm that you have read and agree to our terms and conditions.

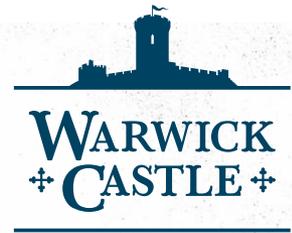
Then click on the green  button and proceed to **section 7** of this guide.

If your order details are not correct, please click on the  button and follow the procedure outline in **section 6 below**.

Section 6

If Your Order is Incorrect

Unfortunately, should your order be incorrect, you will need to cancel the order and re start your booking by following the procedure below



Navigation: Daily Tickets | The Castle Dungeon | Group Tickets | Annual Passes | Enhance Your Visit | Promotional Code

Basket (3 Items) Cancel Update

<input type="checkbox"/>	Festive Light Trail Only Individual (3+ Years) Date: 25/11/2023 Time: 17:30	Qty 2 £40.00
<input type="checkbox"/>	Festive Light Trail Only Carer Date: 25/11/2023 Time: 17:30	Qty 1 £0.00

Subtotal (Excluding VAT) £33.34
VAT £6.66
Total £40.00

By ticking this box, I confirm that I have read and agreed to the [Terms and Conditions](#) of sale and note that tickets are non-refundable and non-transferable once purchased.

Yes, I would like to receive personalised offers and updates from [Merlin Entertainments Group brands and attractions](#) by email, SMS and online marketing, as described in the [Privacy Policy](#). I understand I can unsubscribe at any time.

Continue Shopping Checkout

Click on any red crosses to delete the tickets. Once all have been deleted you will see the following message.

Your Basket is Empty ×

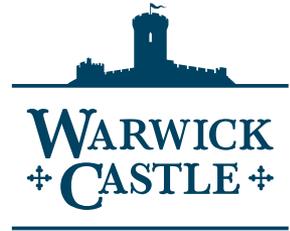
Your Basket is Empty.

Continue Shopping

[Click on this link to return to the start of your booking](#)

When re-starting your booking please remember to return to **section 1** of this guide

Section 7



Charity Donation

This page gives you the opportunity to donate to the Merlin's Magic Wand Charity.

Donate to Merlin's Magic Wand

MERLIN'S Magic Wand
Children's Charity

Merlin's Magic Wand makes FUN accessible to children all over the world! Help us deliver magical experiences to children who need them most. Merlin's Magic Wand is a charitable trust registered with the UK Charities Commission, reg no: 1124081.

Round up to a pound: £1.00

£1.00 £2.00 Custom

Cancel Continue

If you prefer not to make a donation simply click on the blue  button and proceed to **section 8** below.

Should you wish to make a donation, simply click on the donation of your choice and then click on the blue  button and continue to **section 8** below

Section 7

Payment Method



This is where you pay for your booking, most guests pay using a credit card. So simply click on the pay with card option

✓ Delivery 2 Billing

Choose your payment method

 Pay with Card



PayPal Checkout

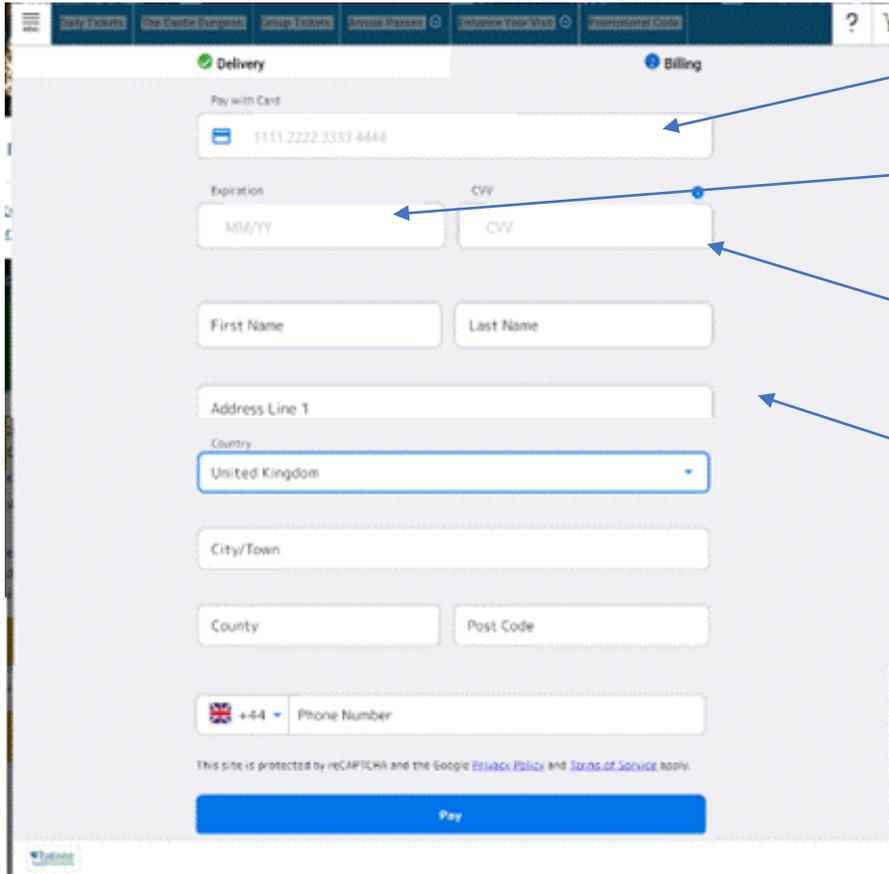
[Back](#)



Section 8

Credit Card and Address Details

This is where you pay for your booking, most guests pay using a credit card. So click on the pay with card option



The screenshot shows a payment form titled 'Pay with Card'. It includes a card number field (1111 2222 3333 4444), expiration date (MM/YY) and CVV (CVV) fields, and address fields (First Name, Last Name, Address Line 1, Country, City/Town, County, Post Code, and Phone Number). A blue 'Pay' button is at the bottom.

Enter your 16 digit card number

Enter your card expiration date.

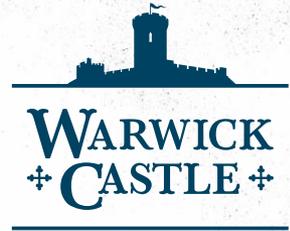
Enter the last three numbers on the back of your card.

Enter your name, address and email address

Finally click on the blue
button

Section 9

Your Booking is Complete



Confirmation Number 575035210 26/10/2023

Step 1	Step 2	Step 3
All your tickets have been selected for you to print. <input checked="" type="checkbox"/>	Ensure your printer is on & you have paper. 	Select the "Print Tickets" button at the bottom of the store window. Print Tickets

Thank you for your purchase! Your tickets are ready to be printed. A valid form of ID is required with tickets for entry into the attraction.

Festive Light Trail Only Individual (3+ Years)	Festive Light Trail Only Carer
<input checked="" type="checkbox"/> Guest Name: Guest	<input checked="" type="checkbox"/> Guest Name: Guest
<input checked="" type="checkbox"/> Guest Name: Guest	

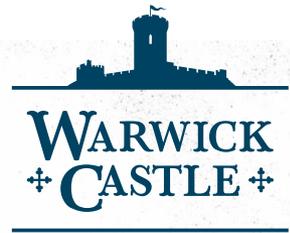
[Print Tickets](#) [View Your Receipt](#)

You will see this screen, which shows your booking confirmation number and gives you the option to view your receipt and print your tickets.

Don't worry if you don't have a printer, an email confirmation will be sent to you, which will have a link to your tickets which you will be able to show on arrival at the castle

Section 10

Daytime castle visit plus evening light trail



Navigation: Daily Tickets | The Castle Dungeon | Group Tickets | Annual Passes | Enhance Your Visit | Promotional Code

CHRISTMAS AT THE CASTLE

COMPLETE YOUR CHRISTMAS WISH LIST IN ONE TRULY MAGICAL DESTINATION

NOVEMBER 2023

MON	TUE	WED	THU	FRI	SAT	SUN
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Available Tickets for Saturday, 25 November 2023



Festive Light Trail Only
See the Grounds in a New Light
£20.00

[Buy Now](#)

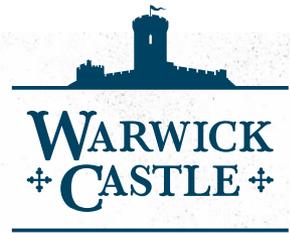
Trustwave
Trusted Commerce

Here you will be able to choose the date of your visit by clicking on the date of your choice. Click on the arrows next to the Month and year to change the month. If a date is grey, not bold, this means that unfortunately there are not spaces available for this date.

Once you have chosen your date click on the green [Buy Now](#) button.

This will take you to **section 11** on the page below.

Section 11



On this page you can add the number of tickets you require by clicking on the plus buttons.

Individual (3+ Years)
£31.00

Carer
£0.00

Under 3
£0.00

Back Next

You can also add a free carer ticket and free toddler and baby tickets (under 3 years old)

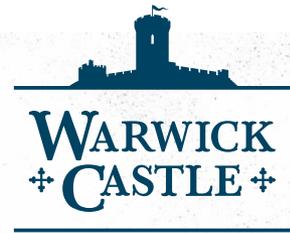
Once you have selected your tickets click on the blue button.



This will take you to **section 12** on the page below.

Section 12

This page allows you to choose the time that you wish to begin the light trail.



Navigation: Daily Tickets | The Castle Dungeon | Group Tickets | Annual Passes | Enhance Your Visit | Promotional Code

Daytime Castle Entry + Evening Light Trail

Includes Daytime Entry to 4pm

Important Information:

Your ticket includes:

- Daytime entry to the Castle and Grounds (check closing times before visit)
- Evening admission to Christmas Light Trail
- The time you select in the next step is the start time of your light trail experience - NOT the time to arrive at the castle.
- Please allow plenty of time for parking and ensure you arrive at the light trail entrance at least 5 minutes before your time slot. Time extensions will not be granted if you are late.
- Check our opening and closing times on our website when planning your visit please note that the castle will close by 4pm.

Select Date Below

NOVEMBER 2023						
MON	TUE	WED	THU	FRI	SAT	SUN
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Available Times

- 16:30 (SOLD OUT)
- 16:45
- 17:00

Selected Date: Sunday, 26 November 2023

Selected Time: 16:45

Buttons: Cancel | Next

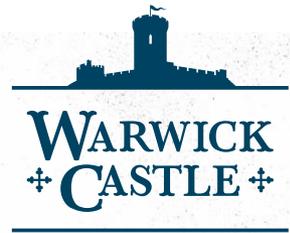
Some time slots may be already sold out, so simply click on the next available time

Once you are happy with your selection click on the blue button



This will take you to **section 13** on the page below.

Section 13



This page is simply to inform you that the castle interiors close at 4pm

Please read and accept by selecting the checkbox:

Castle Admission Time

- Your Castle Admission is valid from 10am - 4pm on the day of your visit
- Last castle entry is at 3:30pm
- The time slot you have just selected is for the separate evening Light Trail
The castle interiors will not be accessible after 4pm

I understand that the castle closes at 4pm

Cancel Next

You will need to click on this box before proceeding, then click on the blue **Next** button. This will take you to **section 14** on the page below

Section 14



This page allows you to add ice skating to your order. If you don't want this option, simply click on the  button and proceed to **section 15**

Skate Session

SKATE ONLY

Please Select

Individual (3+ Years)
Online Price: £20.00

Carer
Online Price: £0.00

Back Not now, thanks Add To Cart

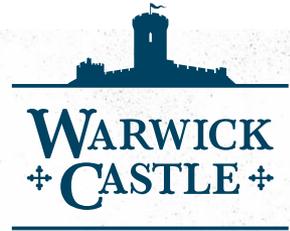
Should you wish to add skating

Select your skate time slot here

Select number paid and carer tickets here

Once completed click on the green  button and proceed to **section 15** on the page below

Section 15



This is the confirmation page where you can check that your order is correct .

Basket (3 Items) Cancel Update

<input type="checkbox"/> Daytime Castle Entry + Evening Light Trail Individual (3+ Years) Date: 26/11/2023 Time: 16:30	Qty 2 £62.00
<input type="checkbox"/> Daytime Castle Entry + Evening Light Trail Carer Date: 26/11/2023 Time: 16:30	Qty 1 £0.00

Subtotal (Excluding VAT)	£51.66
VAT	£10.34
Total	£62.00

By ticking this box, I confirm that I have read and agreed to the [Terms and Conditions](#) of sale and note that tickets are non-refundable and non-transferable once purchased.

Yes, I would like to receive personalised offers and updates from [Merlin Entertainments Group brands and attractions](#) by email, SMS and online marketing, as described in the [Privacy Policy](#). I understand I can unsubscribe at any time.

Continue Shopping Checkout

Trustwave

In this example

Two tickets and 1 carer ticket have been selected for the 26th November for castle entry and then a 4.30pm light trail.

Assuming that all is correct, please click on this box to confirm that you have read and agree to our terms and conditions.

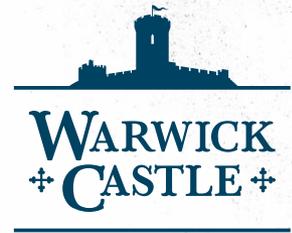
Then click on the green Checkout button and proceed to **section 17** of this guide.

If your order details are not correct, please click on the Modify Basket button and follow the procedure outline in **section 16 below**.

Section 16

If Your Order is Incorrect

Unfortunately, should your order be incorrect, you will need to cancel the order and re start your booking by following the procedure below



The screenshot shows a shopping basket with two items, each with a red 'X' icon in the top left corner, indicating they are ready for deletion. The items are:

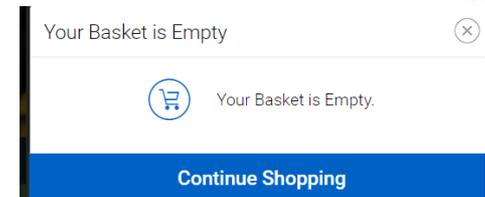
- Festive Light Trail Only (Individual (3+ Years)) - Qty 2, £40.00
- Festive Light Trail Only (Carer) - Qty 1, £0.00

Below the items, a summary table shows:

Subtotal (Excluding VAT)	£33.34
VAT	£6.66
Total	£40.00

At the bottom of the basket, there are two checkboxes for terms and conditions, and two buttons: 'Continue Shopping' and 'Checkout'.

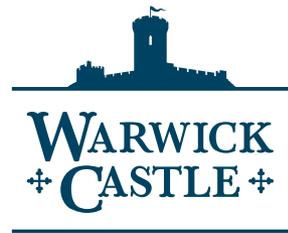
Click on any red crosses to delete the tickets. Once all have been deleted you will see the following message.



[Click on this link to return to the start of your booking](#)

When re-starting your booking please remember to return to **section 10** of this guide

Section 17



Charity Donation

This page gives you the opportunity to donate to the Merlin's Magic Wand Charity.

Donate to Merlin's Magic Wand

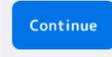
MERLIN'S Magic Wand
Children's Charity

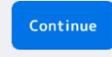
Merlin's Magic Wand makes FUN accessible to children all over the world! Help us deliver magical experiences to children who need them most. Merlin's Magic Wand is a charitable trust registered with the UK Charities Commission, reg no: 1124081.

Round up to a pound: £1.00

£1.00 £2.00 Custom

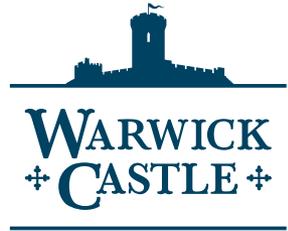
Cancel Continue

If you prefer not to make a donation simply click on the blue  button and proceed to **section 18** below.

Should you wish to make a donation, simply click on the donation of your choice and then click on the blue  button and continue to **section 18** below

Section 18

Payment Method



This is where you pay for your booking, most guests pay using a credit card. So simply click on the pay with card option and proceed to **section 19 below**

✓ Delivery 2 Billing

Choose your payment method

 Pay with Card



PayPal Checkout

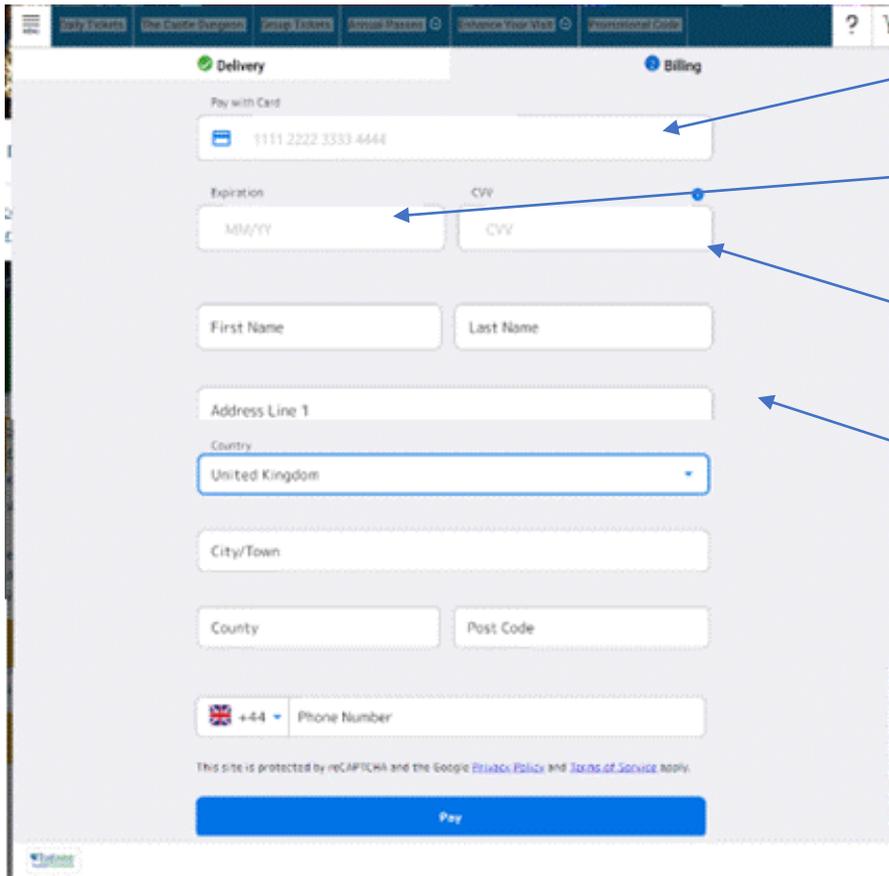
[Back](#)



Section 19

Credit Card and Address Details

This is where you pay for your booking, most guests pay using a credit card. So click on the pay with card option



The screenshot shows a payment form titled 'Pay with Card'. It includes the following fields and elements:

- Card Number: 1111 2222 3333 4444
- Expiration: MM/YY
- CVV: CVV
- First Name: [Empty]
- Last Name: [Empty]
- Address Line 1: [Empty]
- Country: United Kingdom
- City/Town: [Empty]
- County: [Empty]
- Post Code: [Empty]
- Phone Number: +44 [Empty]
- Buttons: A blue 'Pay' button at the top right and a blue 'Pay' button at the bottom.

Enter your 16 digit card number

Enter your card expiration date.

Enter the last three numbers on the back of your card.

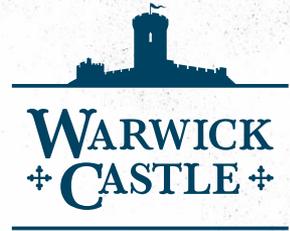
Enter your name, address and email address

Finally click on the blue button

Finally go to **section 20** below.

Section 20

Your Booking is Complete!



Confirmation Number 575035210 26/10/2023

Step 1	Step 2	Step 3
All your tickets have been selected for you to print. <input checked="" type="checkbox"/>	Ensure your printer is on & you have paper. 	Select the "Print Tickets" button at the bottom of the store window. Print Tickets

Thank you for your purchase! Your tickets are ready to be printed. A valid form of ID is required with tickets for entry into the attraction.

Festive Light Trail Only Individual (3+ Years)	Festive Light Trail Only Carer
<input checked="" type="checkbox"/> Guest Name: Guest	<input checked="" type="checkbox"/> Guest Name: Guest
<input checked="" type="checkbox"/> Guest Name: Guest	

[Print Tickets](#) [View Your Receipt](#)

You will see this screen, which shows your booking confirmation number and gives you the option to view your receipt and print your tickets.

Don't worry if you don't have a printer, an email confirmation will be sent to you, which will have a link to your tickets which you will be able to show on arrival at the castle