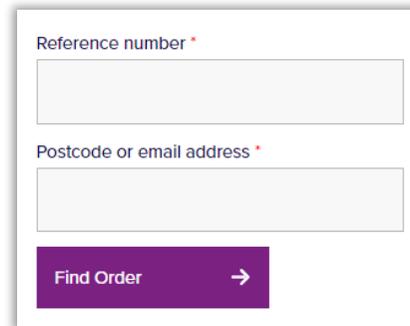


TICKET EXCHANGE GUIDE

Subject to availability, you can reschedule your booking up to 72 hours before the original booking date. Visit this site to start the process: <https://winterwonderland.seetickets.com/customerservice/>

Step 1: Retrieving your Booking

- Enter your **order reference number**.
- Enter your **postcode** or **email address**.
- Click **Find Order**



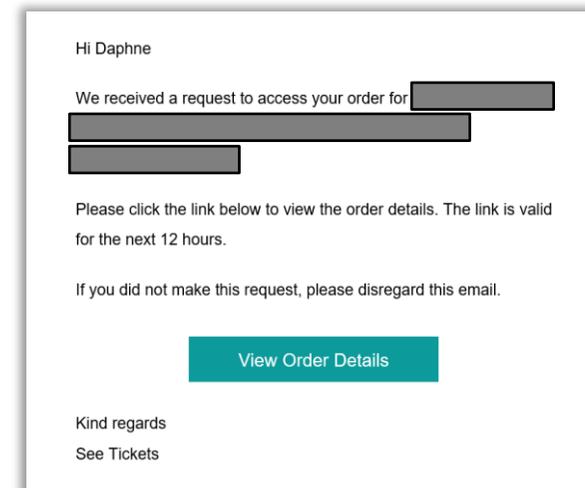
Reference number *

Postcode or email address *

Find Order →

Step 2: Verifying your Email

- A verification email will be sent to the email address associated with your booking
- Click **View Order Details**



Hi Daphne

We received a request to access your order for [REDACTED]
[REDACTED]
[REDACTED]

Please click the link below to view the order details. The link is valid for the next 12 hours.

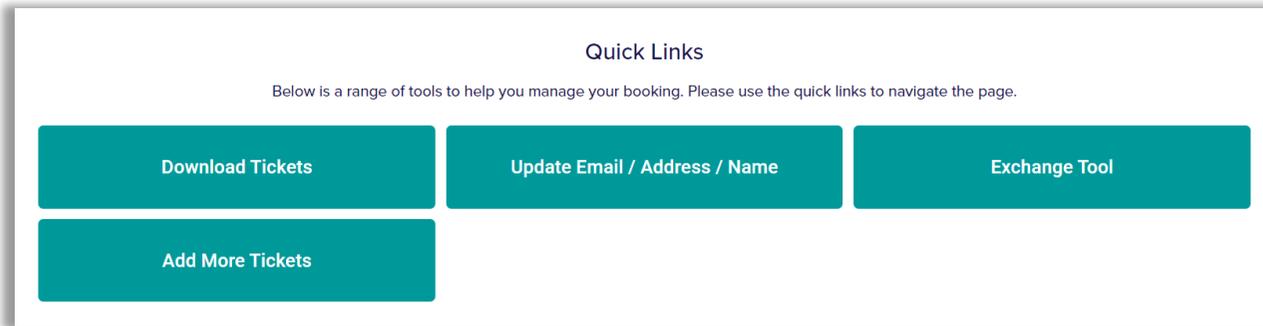
If you did not make this request, please disregard this email.

[View Order Details](#)

Kind regards
See Tickets

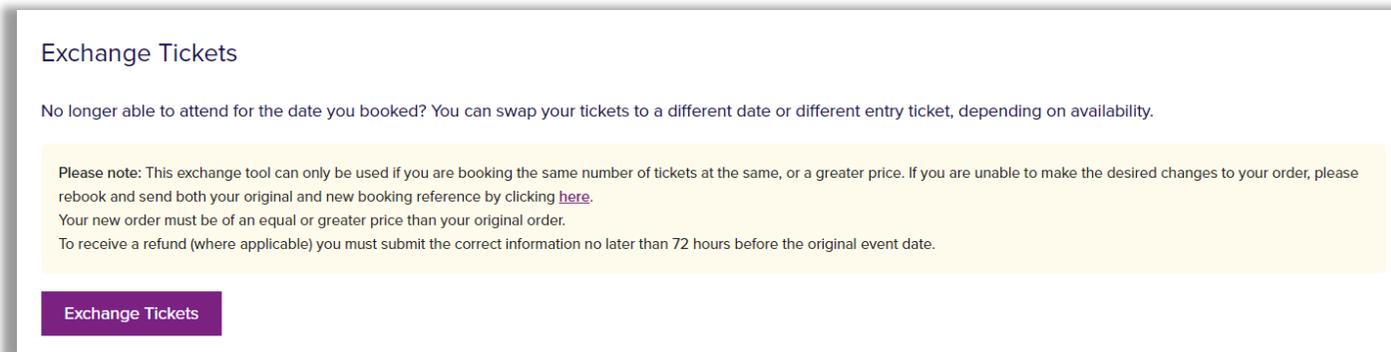
Step 3: Finding the Ticket Exchange Page

- You have now logged into your booking and can manage your order from this page.
- Scroll down past your order details until you reach the 'Quick Links' section.
- Select the **Exchange Tool**



Step 4: Booking Overview Page

- Here you will be shown your current order details.
- Select **Exchange Tickets** to continue.



Step 5: Exchange Overview Page

- Your booked entry/attraction/ride tickets will show up here.
- Click [Check availability for alternative dates](#) to see the available dates and times for exchange.

Check availability for alternative dates for each item in your order.

| | | |
|---|------------------------------|--|
| <p>Booking Fee</p> <hr/> <p>1x BOOKING FEE</p> | <p><i>Exchanging for</i></p> | <p><i>A new booking fee will automatically be calculated for the items you are exchanging.</i></p> |
| <p>Entry Ticket</p> <p>Sunday 1 December 2024, 17:00 to 18:00 ENTRY Hyde Park Winter Wonderland, London</p> <hr/> <p>2x ADULT/TEEN ENTRY, 2x ADULT/TEEN ENTRY (FREE)</p> | <p><i>Exchanging for</i></p> | <p>Check availability for alternative dates</p> |
| <p>Ice Rink</p> <p>Sunday 1 December 2024, 18:00 to 18:45 Hyde Park Winter Wonderland, London</p> <hr/> <p>4x ADULT/TEEN</p> | <p><i>Exchanging for</i></p> | <p>Check availability for alternative dates</p> |

Step 6: Selecting your new date and time

- A calendar will appear, showing Peak/Standard/Off-Peak timeslots.
- Select your chosen reschedule date and time on this calendar, then click **Check Availability** below the calendar.
- If you are upgrading your booking (e.g., Off Peak to Peak) you will need to pay the difference in price.

Please note:

- Your tickets can only be exchanged for tickets of equal or higher value.
- An exchange can only be made if tickets of the same type can be found on your selected alternative date.
- You cannot exchange your tickets to a lower value session, e.g. from Peak to Off-Peak.

The screenshot shows a navigation bar with months: November 2024, December 2024 (selected), and January 2025. Below is a 'SELECT A DATE' section with a legend: Unavailable (grey), Peak (dark blue), Off Peak (medium blue), and Standard (light blue). A calendar for December 2024 is displayed, with dates 25-31. To the right, an 'Entry Ticket' section shows a grid of time slots: 10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, and 20:00. A 'Check Availability' button is at the bottom.

You will be able to confirm your selections on the next page before completing the exchange.

Check Availability

The screenshot shows an exchange confirmation screen. It displays the current ticket: 'Entry Ticket Sunday 1 December 2024, 17:00 to 18:00 ENTRY Hyde Park Winter Wonderland, London'. It is being exchanged for: 'Entry Ticket Saturday 7 December 2024, 14:00 to 15:00 ENTRY Hyde Park Winter Wonderland, London'. A text box prompts: 'Please select the tickets you wish to exchange to and click 'Continue''. Below are two rows of ticket details: '2x ADULT/TEEN ENTRY Price: £15.00' and '2x ADULT/TEEN ENTRY (FREE) Price: £0.00'. A summary box shows 'NEW TOTAL: £15.00' and 'DIFFERENCE: £0.00'. A 'Continue' button is at the bottom.

Go back

Entry Ticket Sunday 1 December 2024, 17:00 to 18:00 ENTRY Hyde Park Winter Wonderland, London

Exchanging for

Entry Ticket Saturday 7 December 2024, 14:00 to 15:00 ENTRY Hyde Park Winter Wonderland, London

Please select the tickets you wish to exchange to and click 'Continue'.

2x ADULT/TEEN ENTRY Price: £15.00

2x ADULT/TEEN ENTRY (FREE) Price: £0.00

TOTAL: £15.00

NEW TOTAL: £15.00
DIFFERENCE: £0.00

You will be asked to pay the difference if the total exchange value exceeds your existing order.

Continue

Step 6: Repeating the Exchange Process

- Repeat the same process for any additional attractions, rides and games you have booked.
- You must reschedule all parts of the booking for the same date as your entry ticket.

i All parts of your order must be exchanged to the same date. You have already selected to exchange one or more parts of your order to a different date.

Step 7: Completing the Exchange Process & Payment

- Once you have selected your new dates and times for **all** of your tickets, you will see a message in green which says, 'Your selections are valid'
- Click **Continue** if you are sure you want to exchange these tickets. Please note this is an irreversible action.
- On the pop-up, click **Yes** to continue to the payment page.
- You will need to pay a booking fee as well as any price difference from your original booking.

| | | |
|--|-----------------------|--|
| Booking Fee 1x BOOKING FEE | <i>Exchanging for</i> | <i>A new booking fee will automatically be calculated for the items you are exchanging.</i> |
| Entry Ticket Sunday 1 December 2024, 17:00 to 18:00 ENTRY Hyde Park Winter Wonderland, London | <i>Exchanging for</i> | Entry Ticket Saturday 7 December 2024, 14:00 to 15:00 ENTRY Hyde Park Winter Wonderland, London |
| 2x ADULT/TEEN ENTRY, 2x ADULT/TEEN ENTRY (FREE) | | 2x ADULT/TEEN ENTRY, 2x ADULT/TEEN ENTRY (FREE) |
| | | Change selection |
| Ice Rink Sunday 1 December 2024, 18:00 to 18:45 Hyde Park Winter Wonderland, London | <i>Exchanging for</i> | Ice Rink Saturday 7 December 2024, 16:00 to 16:45 Hyde Park Winter Wonderland, London |
| 4x ADULT/TEEN | | 4x ADULT/TEEN |
| | | Change selection |

Your selections are valid. Please confirm you would like to complete this exchange by clicking the button below.

Your new selections exceed your original order total. You will be asked to pay the difference when you click the 'Continue' button.

Please note that this action is irreversible.

Continue

2x ADULT



Are you sure you want to exchange these tickets? This action is irreversible.

Yes **No**

Need more help?

If you require any additional help with any step of the self-exchange process, please submit a request to See Tickets.

This can be done directly via the 'Manage Your Booking' page which you were on at the start of the process: <https://winterwonderland.seetickets.com/customerservice/>

The Contact Us section can be found at the bottom of the page, below the Quick Links:

Contact Us

Can't find what you need?

[Click here to contact our Customer Service team.](#)

