

Hyde Park Winter Wonderland Nimbus Registration Scheme

We are delighted to announce we are now working with Nimbus Disability, using their Access Card Scheme to make ticketing and access to Hyde Park Winter Wonderland more inclusive for customers with accessibility requirements

This will mean that for Hyde Park Winter Wonderland 2024/2025 all our access customers will require an Access Card or Venue Name Registration Number.

[Registration Link](#)

For help and support applying for your Access Card, please visit the Access Card Support Page by clicking here. <https://knowledge.accesscard.online/>

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Registration Scheme

To Register, please see the application page [HERE](#)

There are 2 options for you to choose from:

1. Hyde Park Winter Wonderland registration - An access registration number usable at Hyde Park Winter Wonderland, free of charge. This is non-transferable to any other organisations. This is only valid for 1 year.
2. Access Card Application - Universal proof of access requirements scheme, which is accepted and recognised at thousands of events, venues and attractions across the UK and beyond, costing £15 and valid for 3 years.

Please complete the registration application, submitting contact details, your requirements and relevant documentation.

Please note, processing times for applications is approximately 4 working days

What Documentation is Accepted?

The following forms of documentation are accepted:

- Confirmation of a disability benefit which gives an indication of detail about the nature of your needs
 - This must be recent and clearly show the Name and Address of the recipient
 - This must clearly show a breakdown of what you have been awarded
- A letter from a 3rd party professional aware of your needs
 - This must be recent and clearly state the diagnosis and impact of your conditions described in your application
 - This must be on surgery / official headed paper
 - Confirmation of diagnosis alone for conditions with variable
- Nimbus may be able to take a variety of other documents into account such as occupational health reports, care plans, EHCP's, OT assessments

Nimbus cannot accept a range of generic 'proof of disability' schemes that can be claimed or awarded for a broad range of needs and do not indicate your specific needs - such as parking passes.

For more information or if you would like to discuss what other information Nimbus can take into account on your application, please click here. <https://knowledge.accesscard.online/>

How to Purchase Tickets

We offer Essential Companion tickets for guests who require assistance, at no additional cost.

Essential Companion tickets are available for:

- Entry
- Pre-bookable attractions, including:
 - o Ice Rink
 - o Real Ice Slide
 - o Magical Ice Kingdom
 - o Bar Ice (drinks are not included as part of a companion ticket at Bar Ice)
 - o The Giant Wheel
 - o Zippos Christmas Circus
 - o Cirque Berserk
- Rides (Please note your Essential Companion Ride Ticket does not include fast-track entry to your chosen ride)

For those with Child and Teen tickets, Essential Companion 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 Essential Companion)

Once you have a registration number or with your current Access Card ID, you will be able to purchase your Essential Companion tickets at checkout.

You will be prompted to input your first and surname alongside your card or registration ID to then purchase your tickets. If you do not have this, you will not be able to proceed with your booking.

Please see below for our Step-by-Step Booking Guide.

Step by Step Booking Guide

Step 1 – Register on Nimbus

Please ensure that you have registered through Nimbus prior to purchasing your tickets. You will be required to input your Access Card or Access Registration Number at the checkout. Without this, you will not be able to proceed with your order.

[Registration Link](#)

Step 2 – Select your tickets

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

Ticket type	Cost	Quantity
ADULT/TEEN ENTRY	£7.50	1
CHILD - 12 AND UNDER ENTRY	£7.50	0
INFANT ENTRY (2 AND UNDER)	£0.00	0
ESSENTIAL COMPANION ENTRY	£0.00	1

The same is true for ATTRACTIONS. Essential Companion 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 Essential Companion.

Ticket type	Cost	Quantity
ADULT/TEEN	£11.00	1
CHILD - 12 AND UNDER	£9.00	0
FAMILY	£36.00	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	£10.00	0
ESSENTIAL COMPANION	£0.00	1
PRIVATE POD	£56.00	0

Step 3 – Ride Wristbands

After adding your Essential Companion Entry Ticket, the Essential Companion Ride Ticket option will appear below.

The Essential Companion Ride Wristbands entitle your Essential Companion 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.

The screenshot shows two sections of a ticket selection interface. The top section, 'General Entry', has a table with columns for 'Ticket type', 'Cost', and 'Quantity'. It lists 'ADULT/TEEN ENTRY' (£750), 'CHILD - 12 AND UNDER ENTRY' (£750), 'INFANT ENTRY (2 AND UNDER)' (£0.00), and 'ESSENTIAL COMPANION ENTRY' (£0.00). The bottom section, 'Rides Personal Assistant', has a similar table with 'ESSENTIAL COMPANION RIDES' (£0.00). A red box highlights the 'Rides Personal Assistant' section. An 'Add to Basket' button is at the bottom right.

Step 4: Upload your Details

Once you have checked your order and are ready to checkout, you will be prompted to submit your first and surname alongside your access card or registration ID supplied by Nimbus. If you do not have this information, you will not be able to proceed with booking your companion tickets.

The screenshot shows a form titled 'Additional Information' for 'Accessible Ticket 1'. It contains three input fields with labels: 'Please enter your Access Card number *', 'Please enter your first name as it appears on your Access Card *', and 'Please enter your surname as it appears on your Access Card *'. Each field has a corresponding text input box.

Step 5: Your Tickets

Your tickets will be issued via email with the following layout

The diagram shows a rectangular ticket layout. On the left side, there is a vertical black bar with 'Barcode Number' written vertically and 'BARCODE' written horizontally. The main area of the ticket contains the following text: 'Date and Time' (with a blacked-out box below it), 'Your Name - Order Number', 'TICKET TYPE', '£ [ticket price]', and 'RELEVANT EVENT INFORMATION'.

Contact Information

For any queries relating to Nimbus and your registration, please contact Nimbus:

<https://knowledge.accesscard.online/>

For any other ticketing queries, please contact See Tickets

<https://winterwonderland.seetickets.com/customerservice>

For any other queries about the event, please contact our customer service team

<https://help.hydeparkwinterwonderland.com/hc/en-gb>