



ENCHANTED CITY EVENT FAQs

What is Enchanted City Newcastle?

Enchanted City is a new annual Winter event. For 2025, our pilot year, adventurers of all ages are invited to experience a night of cosmic wonder, as Enchanted City transforms Northumbria University's City Campus after dark; featuring space-inspired projection, light installations, fire, performance, creative lighting, interactive workshops and more.

How do I book a ticket?

Tickets are available to book at 15min timeslots each evening 4.30pm-8pm.

Everyone attending needs a ticket – please book a free ticket for children under 3.

The event runs from Thursday 11th December – Sunday 14th December.

4pm – 4.30pm on Friday & Saturday are our designated relaxed sessions.

[Book your tickets for Enchanted City here.](#)

Any booking queries or questions please get in touch by email enchantedcity@newcastle.gov.uk

Where are my tickets?

When you book your tickets you will receive a booking confirmation via email with a QR code – please file this away in a safe place as this email is your event ticket and the QR code will be scanned on entry.

Also check junk folders in case your confirmation is hiding in there.

If it hasn't arrived please email enchantedcity@newcastle.gov.uk with the name you booked under/booking reference, and we will help you get reunited with your booking.

How much are tickets?

Adult – £12.50

Child (3-16years) – £7.50

Under 3s – Free; but need a ticket booked.

Do I need to print my booking/ticket?

Make sure you have your confirmation ready for entry, either printed or you can show them to us on your phone – the QR code is your ticket and will be scanned.

If you can't find it? Don't worry they often get lost in junk folders so just email us at enchantedcity@newcastle.gov.uk and we will resend it to you!

What are my transport options?

By Tyne and Wear Metro:

The Tyne and Wear Metro is a quick and convenient way to get to the centre of Newcastle from Gateshead, Sunderland, Newcastle Airport and the coast and many of the surrounding areas. Enchanted City's nearest metro stop is Haymarket.

For more information go to Journey Planners: www.traveline.info or www.nexus.org.uk

By Bus:

Key operators: Go North East and Arriva are major bus operators with frequent services in the city centre. The nearest bus station is Haymarket bus station.

There's also a city centre bus service called The QuayLink.

For more information on bus services visit: www.gonortheast.co.uk or www.arrivabus.co.uk

By Rail:

The nearest rail station is Central Station. Enchanted City is a 16 minute walk from Central Station or a 5-minute taxi/uber ride or a hop on a metro for two stops and get off at Haymarket.

What are my parking options?

Newcastle city centre is well served with car parks – we suggest checking [Parkopedia](#) for suggested car parks and on street parking and/or [Newcastle Council website](#) for information about Council operated parking.

Where is Enchanted City?

Enchanted City is in Newcastle City Centre around Northumberland University City Campus.

The event entrance is at the junction of Northumberland Road and College Street, near to Newcastle City Hall's Stage Door.

Where is the event entrance?

The event entrance will be clearly signposted – look for branded Enchanted City signage.

The event entrance is on the junction of Northumberland Road and College Street, near to Newcastle City Hall's Stage Door.

[Click here to see the exact location on GoogleMaps.](#)

What Three Words: [Enable.Splice.Diner](#)

I need assistance to visit Enchanted City – are companion/carers tickets available?

People who require an essential companion to accompany them to the event due to their disability, illness or other condition can book a FREE essential companion ticket.

All essential companions must be aged 16 or over. Only one essential companion ticket is available per disabled customer.

Qualifying documentation must be provided to evidence their disability or circumstances that would require them to need an essential companion.

Once you have booked your ticket, please email enchantedcity@newcastle.gov.uk with your booking reference and attached your documentation.

Qualifying documentation

- A letter confirming receipt of Disability Living Allowance (DLA)
- A letter confirming receipt of Attendance Allowance
- A letter confirming receipt of Personal Independence Payments (PIP)
- CredAbility Access Card (with +1 symbol)
- Doctor's note (valid for 6 months)

If you don't have access to the evidence above but feel you require an essential companion ticket to be able to attend the event, drop us an email to discuss: enchantedcity@newcastle.gov.uk

Are there relaxed slots at Enchanted City?

There are two relaxed slots; Friday 12th December, 4pm & Saturday 13th December, 4pm.

These sessions are for young people and adults who would love to experience Enchanted City with less people, and during twilight, making it a less daunting transition into the dark.

The capacity of these sessions will be limited to ensure that the event remains less crowded and more relaxed.

Audiences booked onto this slot will be the first to enter and therefore all areas will be relatively clear for the first 30minutes, until the 4.30pm slot starts.

A guide will be available in advance to guide visitors through Enchanted City, so they make the most of their experience across the first 30minutes.

Is Enchanted City accessible?

We are committed to ensuring that visitors with disabilities and additional needs are not prevented from enjoying Enchanted City because of access needs. As this is our pilot year, we are especially keen to hear from visitors about their experience and accessibility recommendations, so that we can learn.

Enchanted City is fully accessible for wheelchairs and pushchairs.

For any accessibility questions drop us an email via: enchantedcity@newcastle.gov.uk

Access at Enchanted City:

- A visitor guide will be available to download and read through in advance.
- Inside the event, we have an Access stand which will be clearly signposted on site – staff manning the stand will be able to support you, answer questions and give advice.
- We will have plenty of friendly event volunteers and staff available across the event – they are there to support you to get the most out of your visit. Look out for people in Enchanted City branded high-vis.
- There are no strobe lights – but the event does have some elements of noise, smoke, fire and colour change/flashing lighting.
- The event is step free for wheelchair users.
- Toilets and accessible toilets are available.
- A quiet space is available for those that need some time away from crowds.
- Each night performances will be BSL interpreted.

Can I change the day or time of my ticket?

Please note event tickets are not refundable, and Enchanted City is designed to go ahead in all weathers. However, if we have availability, we will do our best to accommodate a change of date/time should you be unable to make your slot due to illness or unexpected circumstances.

Any ticket enquiries can be emailed to enchantedcity@newcastle.gov.uk please let us know your booking reference and name the booking was made under.

What time do I arrive for my slot?

Attendees should arrive promptly for their timeslot – no more than 10 minutes early or 10 minutes later than their purchased time slot.

Time slots are every 15 minutes from 4.30pm – 8pm. Last entry is 8pm slot – with final entry 8.15pm. The Enchanted City site closes at 9.30pm.

Is Enchanted City a set trail?

No, Enchanted City does not have a set trail; you can explore the site and artworks at your leisure. There will be a map available to download before your visit and maps, signage and staff helping to direct you on site, so that you don't miss anything.

Some of the installations have limited visitor capacity, so during busy periods, you may have to wait for entry.

For our 4pm-4.30pm relaxed slots, we will be recommending a trail route, so that visitors maximise the first 30 minutes before the 4.30pm slot enters.

How long will my event experience last?

Your Enchanted City experience will last 1 hour-1.30 mins; this includes seeing all the artworks, watching performances, engaging in our Make & Take drop-in creative workshops, and visiting our food & drink offer.

What time does the event finish?

Enchanted City site closes each night at 9.30pm.

Can I bring my dog?

No dogs are allowed at the event unless they are assistance dogs.

The event features fire, and large numbers of people which make it unsuitable for even the best-behaved dog. Assistance dogs will be accommodated.

What do I wear, is the event outdoors?

Enchanted City is an outdoor event designed to go ahead in all weather.

We advise you to wear all the layers! It is December, so please wrap up warm and get your sensible sturdy and flat shoes on!

Will there be toilets at the event?

A mix of public toilets and portaloos will be available.

Accessible toilets and baby change will be available.

Will there be food and drinks available?

As part of your Enchanted City visit, you can warm up with delicious food and drinks at the beginning or end of your journey through the event. There will be veggie, vegan and gluten free options available.

Traders will accept cash and card payment.

I didn't realise under 3s need a ticket?

Whilst children under 3 are free they still need a ticket – if you forgot to book this when booking drop us an email and we can help via:

enchantedcity@newcastle.gov.uk

Adverse Weather plan and cancellation policy

Enchanted City is overseen by event professionals and is designed to take place in the UK weather during December outdoors. We monitor weather conditions onsite each day and the safety of attendees is paramount.

The events are unlikely to be cancelled in bad weather, such as rain or light winds. If it does rain, please still join us and don't forget your waterproofs! Please avoid bringing umbrellas which may block the view of others.

A decision to cancel due to adverse weather, would be made following professional advice in the interests of public safety. This decision could be made for the following reasons:

- Significant ice or snow.
- High winds.
- Flooding that significantly impacts conditions underfoot.

Please note that the decision to cancel will be taken as early as possible on the day of the event, usually by 2pm. This timing enables the team to monitor any improvements that might make it possible to open the event site safely.

Cancellation Due to Adverse Weather

If the decision to cancel is made, ticket holders will receive an email from 2pm onwards on the day of the event to inform them of the cancellation.

We will also use our social media channels to share the news of cancellation – so we recommend keeping an eye on our social media on your booking day to keep up to date.

The Enchanted City team will then contact customers to outline the options available to tickets holders, including refunds.

Note: Refunds will only be offered if the event is cancelled.

What if I lose something at the event?

If you lose something whilst you were attending Enchanted City, please get in touch with us via email at enchantedcity@newcastle.gov.uk with a description of the item then we'll see if it was found and let you know as soon as we can.

Who are the organisers of Enchanted City?

Enchanted City is delivered by Newcastle City Council. Funded by Newcastle City Council and North East Combined Authority. Delivered in partnership with Northumbria University Newcastle.

If you'd like to connect with the event team, email: enchantedcity@newcastle.gov.uk

Who are the Artists involved?

Full details of all artists will be provided in our event guide, and on our website closer to the event.

