

FAQs -Santa Cruz Holiday Lights Train

What are the Santa Cruz Holiday Lights Train dates and departure times?

November 24-25; December 2-3, 9-10, 16-23

Departure times are: 5:00 pm, 6:30 pm, and 8:00 pm. Check the website for any updates, or changes.

How do I buy tickets and how much do they cost?

Tickets may be purchased online at www.roaringcamp.com or by calling 831-335-4484, extension 135. Tickets are \$31 adult; \$25 for children ages 2-12 years. There is no charge for a child under two years of age provided the child sits on the lap of an accompanying adult and does not occupy a seat. No more than one non-ticketed child per ticketed adult.

What does my Holiday Lights Train ticket include?

Each ticket includes a one-hour train ride through the streets of Santa Cruz; admission to Santa's Kingdom at the Santa Cruz Beach Boardwalk and a Boardwalk attraction ticket exchangeable for one of the following activities: one game of Miniature Golf, one Laser Tag experience, or \$5 in Arcade tokens.

What can I expect on the Train Ride?

The train departs and returns in front of Santa's Kingdom (Neptune's Kingdom) at the Santa Cruz Beach Boardwalk. The ride lasts approximately one hour. About 20 minutes prior to departure time, passengers may line up to board the train. Seating is not assigned, but "open" on a first-come, first-served basis.

Once on board, entertainers play seasonal songs and invite guests to join in the singing. Song books are available. Guests may walk to the second to the last car of the train to obtain complimentary hot spiced cider or hot chocolate.

Along the route, there is a brief stop at the North Pole to allow Santa and Mrs. Claus to join the train and visit with children and families on board. Santa's elves are also on hand to help Santa entertain the little ones.

Where do I pick up my tickets?

All tickets will be held at the Will Call table located at the back of Neptune's Kingdom (near the rear stairs). The Will Call table will open at 4:00 pm on the day of your train ride only.

When you reserve your tickets over the phone or online, you will receive an email confirmation. Please note the exact date and time of your tickets when you place the order.

Are there refunds or exchanges?

There are no refunds for cancellations unless the train is cancelled by Roaring Camp. There is a \$5 per ticket fee for ticket exchanges. Ticket exchanges are based on availability. Contact 831-335-4484, extension 135, Monday-Friday, for ticket exchanges.

What if it rains?

The Holiday Lights Train will operate as scheduled, regardless of weather. Train cars are covered with a heavy plastic material that shields passengers from rain and wind. Train cars are heated, but passengers are advised to dress in warm, layered clothing.

What if we miss our train?

Missed train rides may be taken later that evening only if there is another train scheduled and provided there is space available. In case of a missed train, passengers may return to the Will Call desk to request stand-by status for any available seats.

Are there restrooms on the train?

Yes, there are port-a-potties available on board the second train car.

Where can we park our baby stroller?

Strollers and baby carriers are not allowed aboard the train due to lack of aisle space. Passengers are advised to leave strollers and baby carriers in their automobiles. Passengers parking strollers inside Santa's Kingdom do so at their own risk.

Is there pre-boarding and access for persons in wheelchairs?

Yes, the train is wheelchair accessible. For the safety of passengers and because of narrow aisles, wheelchairs are restricted to the combine car. Inform staff at the Will Call desk of the need for wheelchair assistance. They will arrange for the individual to pre-board with one accompanying family member and to be directed to the combine car. Additional accompanying party members must line up with the rest of the passengers for regular boarding.

Will food be available at this event?

Food will not be available on board the train during the ride except for hot cider. Santa Cruz Beach Boardwalk vendors may be open for snacks outside and inside Santa's Kingdom.

How do I find the Santa Cruz Beach Boardwalk?

From San Jose, take Highway 17 south to Ocean Boulevard in Santa Cruz. Continue on Ocean Boulevard to the end. Turn right onto San Lorenzo Boulevard, then immediately left onto Riverside Avenue, crossing over the bridge. Continue on Riverside Avenue, turn right on 2nd Avenue; continue to "Stop" sign. Turn left on Cliff Street. The Beach Boardwalk will be directly in front of you. The street address is 400 Beach Street, Santa Cruz, 95060.

From South of Santa Cruz, take Highway 1 North; follow the signs to downtown Santa Cruz and Ocean Boulevard. Once on Ocean Boulevard, follow directions as described in the previous paragraph.

Where should I park?

There is off-street, surface parking located directly across from the Santa Cruz Beach Boardwalk near the signal light. Parking fee for the Beach Boardwalk lot is \$10.