

FREQUENTLY ASKED QUESTIONS

“A Victorian Holiday at the Queen Anne Cottage”

Q: Do I need a ticket to attend this event?

A: *The marketplace, historic lawn activities, and entertainment are free with garden admission. The walkthrough tours of the Queen Anne Cottage require a ticket.*

Q: What do the walkthrough tours of the Queen Anne Cottage entail?

A: *A different guide will be stationed in each room of the cottage to share interesting information about that room with guests. Guests are welcome to listen to the entire presentation or simply continue walking through at their own leisure. Guests are also welcome to linger in some rooms more than others, ask questions, etc. While guides will be available to share information, guests are encouraged to explore at their own pace and based on their own interests.*

Q: How much are tickets for the Queen Anne Cottage Walkthrough Tours?

A: *\$10 for members; \$25 for non-members (includes garden admission)*

Q: How many member tickets can I purchase?

A: *Members can purchase the same number of tickets that their membership level grants admission to the garden. (See membership allowances [HERE](#).)*

Q: Can children attend the walkthrough tours?

A: *The walkthrough tours are not recommended for children under 12 years old; We recommend children enjoy the festivities outside on the historic lawn.*

Q: How long is the walkthrough tour?

A: *Guests are welcome to spend as much or as little time within a room before proceeding to the next, however an average exploration of the cottage takes about 15 minutes.*

Q: Can I take pictures inside the Cottage?

A: *Non-flash photography is allowed.*

Q: What time should I check-in at the cottage?

A: *Please plan to be at the cottage at least 15 minutes before your scheduled tour time.*

Q: What happens if I am late for my time slot?

A: *Every effort will be made to accommodate late arrivals, but missing your ticketed time slot may result in a substantial delay to your entrance of the Queen Anne Cottage, especially if the event sells out as expected. It may also result in your group having to be split up. Guests who arrive just before the cottage closes will likely not be able to enter.*

Q: How much extra time should I give myself to ensure a good experience?

A: *Plan to arrive at the Arboretum at least one hour before your ticketed time slot. This will give you enough time to find parking, enter the garden, and walk to the Queen Anne Cottage.*

Q: How long is the walk to the Queen Anne Cottage?

A: *The walk from the garden entrance to the cottage is a half mile. Depending on walking speed, it takes approximately 10 minutes.*

Q: Is the Cottage wheelchair accessible?

A: Yes

Q: Are strollers allowed inside the cottage?

A: *We ask that strollers be left outside and young children be carried. Please note this experience is not recommended for children under 12.*

Q: May we touch things inside the cottage?

A: *No. The items inside the cottage are antique artifacts meant to be seen only. Please do not touch anything unless your guide invites you to.*

Q: Are special shoes required to tour the cottage?

A: *Guests are required to remove their shoes for the walkthrough; Socks are recommended, and booties can be provided if necessary.*

Q: Can I purchase tickets onsite?

A: *As the walkthrough tours are slated to sell out, onsite tickets will likely not be available.*

Q: Will there be a waitlist for the tours if they sell out?

A: *No. Tickets will be released on the website and immediately available for purchase on a first-come, first-served basis if and when we have cancellations.*

Q. May I change the date of my ticket?

A: *Dates can be changed up to one week before your scheduled date, after which changes will not be honored.*

Q: Are tickets transferable?

A: *Anyone is welcome to use your tickets so long as they provide proof of purchase at the check-in table.*

Q. Are tickets refundable?

A: *Tickets can be canceled and refunded up to one week before your scheduled date, after which refunds will not be honored.*

Q. What happens if it rains?

A: *The Arboretum will determine if a rain forecast is likely enough to warrant canceling the event. If that happens, Arboretum staff will contact all ticketed guests to formally notify them of the cancelation. Guests should not assume the event is canceled just because of a rain forecast. If in doubt, and you have not heard from Arboretum staff, please feel free to contact us. Refunds will not be issued to guests who choose not to come based on the assumption that a rain forecast has canceled the event.*

Q. I'm unable to walk that far, will there be transport available?

A: Guests with walking challenges should contact brooke.applegate@arboretum.org to request accommodations.

Q. May I bring food and/or drinks?

A: *No food or drink are allowed. Food will be available for purchase outside on the historic lawn but cannot be brought inside the cottage.*

Q. Will my service animal be allowed in the Cottage?

A: *Service animals are allowed as long as the animal is under the handler's control and does not pose a direct threat to health or safety. Service animals may be asked to leave if the animal is consistently loud or lunging, exhibiting aggressive behavior, interfering with the cottage artifacts or other visitors, or urinating/defecating inside the cottage.*

Have additional questions?

Please email brooke.applegate@arboretum.org