

Sleigh Rides

FAQ'S



Q: Where are you located?

A: Our 2023 event is located at 4735 Grandview Flats Rd North, Armstrong. Please follow the directions provided by Ticketseller as GPS is not always reliable. There will be road signs as you get close. We are not affiliated with a ski resort or theatre company.

Q: How long are the sleigh rides and what else is there to do?

A: Sleigh rides are approximately 20-25 mins long, and we also provide time for you to pet the horses and take photos. We also have farm animals to visit, a bonfire, games and a beautifully decorated photo area for family portraits. In total, your visit will take approximately an hour, but there is no time limit for your visit. Please arrive 10-15mins early.

Q: I am bringing a guest with mobility issues, will there be help and how far do we have to walk to the sleighs?

A: Yes! There are always helping hands available. Please let our staff know that you need assistance when you arrive. There is disability parking available near the entrance. Everything is in close proximity and the ground is almost entirely flat. Depending on the snow conditions, wheelchairs may have difficulty. There is plenty of seating in the waiting area.

Q: Ticketseller website won't allow me to purchase enough tickets for my whole group, how can I buy more?

A: The drop down menu will only allow you to purchase as many tickets as there are available. You may have to look at another time to be able to purchase as many tickets as you need for your group.

Q: My guests have allergies, do your sleighs have straw for seating?

A: No, our sleighs have wooden benches with blankets available. There is hay and straw in our venue but not on the sleighs.

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Q: Can I bring my dog for a sleigh ride?

A: Please leave your pets in the comfort of your home.

Q: Can we bring our own food, or is there food available onsite?

A: We provide our guests with a complimentary cookie and hot chocolate. No outside food is allowed or available for purchase. We try very hard to keep the hay field and venue as clean as possible.

Q: Can I purchase a private sleigh ride outside of the scheduled event times?

A: Sorry, we can only offer a limited number of rides per day for the health and well being of our horses and our crew and volunteers.

Q: What is your cancellation policy?

A: In the event that the weather is so extreme that we have to cancel sleigh rides that day, a notification and refund will be issued to all our patrons. If you are unable to attend because of the weather, illness, or unfavourable road conditions for example, we do not issue refunds. We do encourage you to find someone to attend in your place. If our teamsters, volunteers and horses are ready and willing, sleigh rides will take place.

Q: Can I change my sleigh ride day or time?

A: Changes can be made if sufficient notice is given and there are still seats available on another day. Please contact Ticketseller directly.

Q: How can we make sure we sit with friends/family who also bought tickets?

A: Please notify Ticketseller of the party name that you would like to sit with so we know in advance how to make the seating arrangements.

Q: What if there isn't enough snow?

A: As long as the ground is suitable we can take guests out on a festive wagon ride. We don't need much snow, we just need the right conditions.