

# Frequently Asked Questions

**What are the Festival Dates?** The Festival of Lights will take place:

- Friday thru Saturday – December 4 and December 5
- Wednesday thru Saturday – December 9 thru December 12
- Wednesday, December 16 thru Thursday, December 24 (Christmas Eve)

**What are the hours of operation?** Festival gates will open at 5pm each evening. The last vehicle will be admitted at 8:30pm. Lights out at 9 p.m.

**Where is the entrance located?** You will enter the festival through the park's North Gate Entrance, located on County Road 25A.

- From I-75 - take Exit 439 to HWY 136 East. Go east 3 miles. Turn left onto U.S. 41.
- From I-10 - Exit number 301, take US 41 North, 9 miles to White Springs.

When in White Springs, drive 1 mile past the park's entrance sign, turn Left at the festival entrance sign and continue 0.6 mile to the Festival of Lights Entrance.

From Jasper: Travel 14 miles south on US 41. Turn right at the festival entrance sign and continue 0.6 mile to the Festival of Lights Entrance

**There are electronic directional road signs located from the park entrance sign to the festival entrance**

**What does it cost:** The admission fees this year will be \$5.00 per vehicle up to 8 persons per car; \$10.00 per vehicle with 9-16 passengers per vehicle or \$20.00 per vehicle for more than 16 passengers. **Purchase your ticket in advance to guarantee your admission into the event.**

**Where do I purchase my ticket in advance?** Tickets may be purchased at [www.stephenfostercso.org](http://www.stephenfostercso.org)

- You must purchase your ticket for the exact date you plan to visit.
- Tickets are not transferrable from date to date.
- There is a limited number of vehicles allowed in the park each night. Guarantee your admission by purchasing in advance.
- Bring your receipt for admission (we can scan a receipt on your cell phone)

**What if I don't have the ability to purchase a ticket online?** Please call the park at 1-877-635-3655, Monday thru Friday, 9am-4pm, for assistance in purchasing a ticket by credit card over the telephone. A shipping and handling fee of \$1.00 will apply.

**Will I be able to buy my ticket at the gate?** IF you are willing to take the chance that there will be available space, we may have available space to allow you to pay at the gate by dropping payment into our box. No change will be provided. We highly recommend purchasing your ticket in advance to guarantee your admission.

**How do you know I have purchased a ticket?** After purchasing your ticket, you will print your receipt and bring it to the gate or bring your cell phone with your ticket on it to the gate on the evening your ticket is valid. We will scan the ticket to validate your entry.

**What happens if I cannot attend the festival on the date I purchased my ticket for?** Because we must limit the number of vehicles in the park at a time, tickets are not transferrable from date to date. We will not be able to refund a ticket unless we must cancel an evening. Please carefully choose the date you plan to visit the festival.

**Will I be able to leave and return to the park on the same evening?** Yes

**What if the weather is bad?** Electricity and water do not mix which means we will most-likely have lights out on a rainy evening. We will contact you by email and post on our social media pages if we need to cancel an evening. We will work with you to re-schedule your visit. If we're not able to reschedule your visit, you will receive a refund.

**Where does my entrance fee go?** Your entrance fee is collected by the Stephen Foster Citizen Support Organization. The Stephen Foster CSO pays for the expenses incurred for the Festival of Lights. They also sponsor events at the park year-round

**What will we be able to see?** You will be able to see beautiful lights and scenes that Stephen Foster Festival of Lights is famous for, however, the light displays will all be set up as a drive through display. Please feel free to stop briefly to take photos in designated parking areas, but remember to mask-up and social distance when you exit your car.

**What changes can we expect?** The safety of our visitors, volunteers and park staff are of foremost importance. Unfortunately, due to covid-19 there are activities we will **not** be able to provide in 2020 including:

Craft Vendors	Food Vendors	Hot Chocolate	Marshmallows
Popcorn	Santa Visits	Trains	Snow
Music	Gift Shop	Craft Demonstrations	

**Will the Gift Shop Be Open?** The Park's Gift Shop will be closed. Do your holiday shopping and purchase a unique gift by visiting our online store at [www.stephenfostercso.org](http://www.stephenfostercso.org).

**Will we be able to get out of our vehicle?** We do request that you remain in your vehicle, but we do understand you may want to get out to take a picture or stretch your legs. If you exit your vehicle, we ask that you park in designated parking areas, that you mask-up, remain socially distanced from other park visitors and return to your vehicle as soon as you possible.

**Can I drive around the light display more than once?** Yes, please drive around as many times as you like. Your ticket is good for the entire evening of the event.

If you have additional questions, please contact the park office Monday thru Friday, 9am – 4pm toll free at 1-877-635-3655.