



## FREQUENTLY ASKED QUESTIONS

### **What is Bright Nights?**

Set a merry mood with friends and family and explore the illuminated floral display hall, the two houses of the Marjorie K. Daugherty Conservatory, and Sofia's Play Garden during Bright Nights. From a 20-foot-tall poinsettia tree to a glowing forest of trees, guests will discover dazzling installations that showcase nature in a whole new light.

This year's show invites guests into a Nordic winter wonderland, where a forest of wooden trees crafted from reclaimed pallets rises amid twinkling lights and whispering evergreens. Wander through Sofia's Play Garden, aglow for the first time with enchanting lights and playful installations—and keep an eye out for a couple of cheerful trolls joining in the holiday fun. It's a celebration of nature, imagination, and the magic of the season—where rustic charm meets winter whimsy.

The Family Chill Zone features fun patio games and cozy fire pits, where guests can warm up or purchase a S'mores kit to roast marshmallows.

With 31 nights to see the garden glow, 10 family fun nights, 22 visits from Santa, and 5 appearances by a certain mean, green, grouchy holiday character, *Bright Nights* promises festive fun for everyone!

### **What are the dates for Bright Nights?**

November 28-30

December 3-7, 10-23, 26-31

January 2-4

### **What are the operating hours for Bright Nights?**

4 to 9 p.m. each evening, with the last ticketed time slot from 7:30-7:45 p.m.

### **Where is Lauritzen Gardens located?**

100 Bancroft Street, Omaha, Nebraska 68108

Lauritzen Gardens is located just north of Omaha's Henry Doorly Zoo and Aquarium and south of

Omaha's Old Market district. From Interstate 80, take Exit 454 onto 13<sup>th</sup> Street, head north, then turn east onto Bancroft Street. Follow Bancroft Street twelve blocks to our front gate.

### **Who is Bright Nights suitable for?**

Bright Nights is a festive combination of flowers, foliage and light that is suitable for all ages. Please note that because many of the light displays are indoors, regular interior lighting is kept low in the floral display hall and inside of the Marjorie K. Daugherty Conservatory to enhance the illuminated experience.

New this year, Sofia's Play Garden will be transformed after dark with playful seasonal installations that bring the pathways and structures to life! Because the event takes place at night, guests are encouraged to take their time and explore this whimsical outdoor space with care.

If you have specific access needs or questions about mobility, lighting, or other accommodations, please contact the garden at (402) 346-4002, ext. 201 for further assistance.

There are 10 family fun nights, with face painting, seasonal stories, a holiday craft, and other special activities and entertainment geared towards families.

- November 30
- December 3-4, 7, 10-11, 14, 17-18, 21

### **Does Santa Stop at Bright Nights?**

Santa's favorite season at Lauritzen Gardens is the holiday season! The North Pole's greatest ambassador will be onsite from November 28 through December 23 from 5 to 9 p.m. to spread holiday cheer and hear guests' wishes for the season. Please bring your own camera to take family photos.

From November 28 through December 23, guests may also write letters to Santa and drop them off in the specified mailbox.

Are you a humbug during the holidays? A fellow, albeit greener grouch will be onsite December 22-23 and 26-28 to share a few frowns and spread their own brand of holiday cheer!

### **Should I arrive in advance of my ticketed time slot?**

Please do allow extra time for entry, but do not arrive more than 10 minutes before the entrance time printed on your ticket. Your entry time is a 15-minute window (the time printed on your tickets). Please note that ticket barcodes will be scanned outside and guests may not enter the visitor and education center until their ticket is scanned.

### **Where do I park?**

Free parking is available in the main and lower parking lot at Lauritzen Gardens. All vehicles should be parked in marked spaces and not along curb lines or garden beds.

Limited motorcoach and bus parking is available at the east end of the garden's main parking lot. Motorcoaches and buses must unload from the bus parking area, rather the front circle drive.

### **Is there a drop off area for rideshare?**

Guests utilizing rideshare services may be dropped off at the circle drive near the front entrance.

**How much time should we allow for this event?**

That depends on your pace and how many activities you participate in. However, as a general rule, you should allow about 60 minutes.

**What should I wear?**

This is a casual, indoor/outdoor event. The majority of light displays are set-up in the indoor gardens, but some activities, including games, fire pits, and Santa, are outside in the festival garden and in Sofia's Play Garden. That said, the environments in the conservatory are not at room temperature and vary from temperate to tropical (50-80 degrees). Please come prepared for the elements by wearing outerwear for the day's temperature, appropriate layers, and comfortable footwear to walk on sidewalks, concrete, and stone floors.

**Can I purchase food and drink on site?**

Yes. A selection of festive food and drink will be available to purchase from Abraham Catering and J's Coffee. Bars will offer a curated selection of beer, wine, and seasonal cocktails.

Cafe and bar menus will be posted soon

**Is the gift shop open during Bright Nights?**

Yes! A perfect stop to shop for stocking stuffers, ornaments, holiday décor, seasonal books, and garden-related gifts, the gift shop is open nightly during Bright Nights and closes promptly at 9 p.m. Proceeds support the garden and its mission. Garden members receive 10% off of all regularly-priced purchases every day.

**Are dogs allowed?**

Dogs and other animals are not allowed during Bright Nights, with the exception of service animals.

**Do you offer wheelchairs or electric scooters?**

Manual wheelchairs are available for guests to borrow at no charge, on a first-come, first-served basis. Guests should see a front desk associate in the visitor and education center to obtain a wheelchair and a photo I.D. must be left with the front desk team while wheelchairs are on loan. We do not offer electric wheelchairs or scooters.

**Can I take photographs?**

Yes, absolutely! Photography of the light display and plant collection and snapshots of visits for private, non-commercial use are welcome. Tripods, drones, portable changing rooms, and light stands are prohibited. [Click here](#) to see our full photography policy. We encourage you to share these on social media using **#brightnights** and **#lauritzengardens**. Portrait sessions require an additional fee and must be scheduled in advance by contacting Rachel Tew at [rentals@omahabotanicalgardens.org](mailto:rentals@omahabotanicalgardens.org).

**Are Library Partner Passes valid for Bright Nights?**

Passes obtained through local library partnership programs are valid for daytime admission only (9 a.m. to 3:30 p.m). Library passes are not valid for Bright Nights events.

## **I am visiting Lauritzen Gardens during the day. Do I need to leave the site before entering Bright Nights in the evening?**

New, all-day tickets allow guests to stay from day to night.

If daytime guests do not have an all-day ticket, they will need to complete their visit by 3:30 p.m. In order to re-enter in the evening, a separate Bright Nights timed ticket (or an upgrade to an all-day pass) is required.

### **Other general garden policies**

- No outside food or drink is allowed. Picnics may be enjoyed at the tables near the front ponds.
- Vaping, chewing tobacco, or smoking of any kind are prohibited.
- Weapons are prohibited, including lawfully concealed firearms, in accordance with Nebraska Revisited Statute 69-2441 (2) and (5).
- As Lauritzen Gardens is a living museum, we kindly ask that you stay on designated pathways to protect our plant collection.
- Bar service will be provided each evening by Abraham Catering. Guests will be required to present a valid photo I.D. to purchase beer, wine, and/or cocktails.

### **I have a question not listed here. Who can I speak to for more information?**

Please call us at (402) 346-4002, ext. 201 (Monday-Friday, 8 a.m. to 5 p.m.) or (402) 346-4002, ext. 250 (Saturday and Sunday from 9 a.m. to 5 p.m.)

## **TICKETING**

### **How do I purchase tickets for Bright Nights at Lauritzen Gardens?**

Tickets for Bright Nights may be purchased online at [lauritzengardens.org/bright](http://lauritzengardens.org/bright).

For assistance via phone, please call (402) 346-4002, ext. 201.

*A note of caution. ALL official tickets to this event are sold through Lauritzen Gardens. We do not have any third-party ticket sellers. Tickets purchased elsewhere could be scams and do not guarantee admission.*

### **How much are tickets?**

Admission rates vary by night. All members and guests, regardless of their age, must purchase advance tickets to Bright Nights. There is no fee for ages 2 and under, but we kindly ask that you reserve a ticket so that we can monitor the capacity of our building and keep the event enjoyable for all guests. Same day tickets are not always available and do have a higher price at the door.

<b>Value Dates: December 3, 4, 15, 16, January 4</b>	<b>Advance</b>	<b>At the Door</b>
<b>Ages 13+</b>	\$18	\$20
<b>Ages 3-12</b>	\$8	\$10
<b>Ages 2 and under</b>	\$0	\$0
<b>MEMBERS - Ages 18+</b>	\$13	\$15
<b>MEMBERS - Ages 3-17</b>	\$6	\$8
<b>MEMBERS - Ages 2 and under</b>	\$0	\$0

December 5-7, 10-12, 17-18, 28-31	Advance	At the Door
Ages 13+	\$20	\$22
Ages 3-12	\$9	\$11
Ages 2 and under	\$0	\$0
MEMBERS - Ages 18+	\$14	\$16
MEMBERS - Ages 3-17	\$7	\$9
MEMBERS - Ages 2 and under	\$0	\$0

November 28-30, December 13-14, 19-23, 26-27, January 2-3	Advance	At the Door
Ages 13+	\$22	\$24
Ages 3-12	\$12	\$13
Ages 2 and under	\$0	\$0
MEMBERS - Ages 18+	\$16	\$19
MEMBERS - Ages 3-17	\$8	\$10
MEMBERS - Ages 2 and under	\$0	\$0

#### **Do I have to book tickets in advance?**

Advance tickets are the best way to secure your preferred night and time and to purchase tickets at the lowest possible rate. Events have limited capacity and early evening and weekend time slots sell out quickly. Purchase tickets in advance online at [lauritzengardens.org/bright](http://lauritzengardens.org/bright) or by phone (402) 346-4002, ext. 201.

#### **Can I buy tickets at the door?**

Many Bright Nights time slots sell out quickly and same day tickets are not always available. We advise booking your tickets in advance online or by phone, as we cannot guarantee ticket availability at the door. If space is available, tickets may be purchased by credit card from the ticket kiosks outside. Visa, MasterCard, and Discover are accepted. *Please note that ticket prices go up at the door.*

#### **What are timed tickets? Does it mean I only have 15 minutes to complete my visit?**

Tickets are for an arrival time slot. Once you are admitted, you do not have a time limit to complete your visit, please stay as long as you'd like to enjoy the festivities. The last entry time slot ends at 7:45 p.m. and the event ends at 9 p.m.

#### **How/when will I receive my tickets?**

Your E-Tickets will be attached to your confirmation email.

If you purchase tickets via kiosks at the door, you can choose to receive barcodes by text or email.

**Does my membership include tickets to Bright Nights?**

Members have access to two free members-only events on November 25 and 26 from noon to 8 p.m. Members must RSVP to attend at [lauritzengardens.org/preview](http://lauritzengardens.org/preview) or by calling (402) 346-4002, ext. 214.

For all other event dates, members must purchase tickets to Bright Nights. Garden members receive a discount on tickets purchased for those covered under the terms of their membership.

General admission passes and reciprocal garden benefits are not accepted for this ticketed event.

**Do you have group rates?**

If you wish to buy more than 20 tickets for a group, please contact Tamie Sawaged at (402) 346-4002, ext. 252 or [t.sawaged@omahabotanicalgardens.org](mailto:t.sawaged@omahabotanicalgardens.org). Group ticket blocks must be arranged in advance of your visit.

**I bought tickets but have not received a confirmation email. What should I do?**

Please check your Junk / Spam folders as sometimes the confirmation email falls into these folders. If you still have not received your confirmation e-mail, please contact us at (402) 346-4002, ext. 201.

**If I am unable to print my E-Tickets or display my tickets on a phone, what should I do?**

If you cannot print ticket barcodes or display them on a mobile device, please bring your order number with you and notify the admissions attendant outside. Tickets can be looked up in the system.

**Is my ticket for entering Bright Nights valid for entry during the daytime?**

Bright Nights is a separately ticketed event from 4 to 9 p.m. Bright Nights tickets are not valid for daytime garden admission and vice versa. During the holiday season, the garden is closed from 3:30 to 4 p.m. on days with Bright Nights events (except to all-day pass holders).

**If I am delayed and miss my slot, can I join another slot?**

We will try and accommodate you on the next available slot within the operational hours on the day, but depending on the building capacity, cannot guarantee entry.

## CANCELLATIONS, EXCHANGES, AND REFUNDS

**What happens if there is inclement weather after we buy tickets? Will Bright Nights be cancelled?**

If the weather presents a hazard and a risk to safety, Lauritzen Gardens' decision to cancel an evening of Bright Nights will be made at 1 p.m. on the day of the event. Ticket purchasers will be notified via email of any cancellation and about the re-booking process. Updates will also be made on the garden's website and social media pages

If Bright Nights is cancelled in line with the cancellation policy and ticket holders are not able to attend an alternative night offered, then a refund will be considered on a case-by-case basis.

If an event has not been cancelled by Lauritzen Gardens, no rain checks or refunds will be given.

**If I cannot attend, can I get a refund?**

We are unable to offer exchanges or refunds once tickets have been purchased. Please make sure that you have chosen the correct date and time slot at the time of making your booking.

**I have booked for the wrong day – can I transfer over to another day?**

No, we are unable to offer exchanges or refunds once tickets have been purchased. It is noted on the website and at the point of booking that you need to make sure that you have chosen the right date and time slot at the time of making your booking.

**I have lost my ticket, what can I do?**

It is most efficient to have ticket barcodes ready for scanning upon arrival. If you have lost your tickets or cannot find your barcodes, please contact us at (402) 346-4002, ext. 201 or 250 for assistance. Tickets may be looked up with a confirmation number and/or barcodes may be able to be resent to you. *Please note that these lines are not manned 24 hours a day.*