

## “Know Before You Go ”

### **-Driving Directions-**

The Dothan Area Botanical Gardens is located at 5130 Headland Ave, Dothan, AL. 36303

### **-Ticket Check-In-**

Once you have entered the Gardens main gate on Headland Ave, you may park in the large grassy field to your left. Parking attendants will direct you to available parking spaces. After parking, proceed to the front doors of the Botanical Center where you will be greeted at the admission tables. Please have your pre-purchased digital ticket available.

### **-Exchange/Refund Policy-**

“Gardens Aglow” tickets are date and time specific and cannot be refunded, unless there is an official event cancellation by DABG. However, a ticket can be exchanged for a different night, if space is available. Only patrons who have pre-purchased tickets online will be considered for a ticket exchange. Late arrivals or no-shows cannot be exchanged and ticket purchase is considered a donation to the Gardens. A ticket exchange must be requested at least within 24 hrs of originally scheduled time. You can request a ticket exchange by forwarding your emailed ticket to [www.dabg@dabg.com](mailto:www.dabg@dabg.com) and listing a new date/time plus an alternate date/time.

### **-Weather Policy-**

“Gardens Aglow” will be held rain or shine unless the Gardens closes for a weather-related emergency. Please check current weather conditions prior to your visit and dress appropriately. Closures will be announced by 3:00pm by email to online ticket purchasers and on the Gardens website and Facebook page, unless circumstances develop later on that warrant a closure after the event opens.

If the Gardens officially **closes** due to a weather-related emergency, all tickets will be refunded for that night and you may reschedule for another night. You will receive an email confirming your refund.

## **FREQUENTLY ASKED QUESTIONS**

### **Is Gardens Aglow a walk-through or drive-through event?**

Gardens Aglow is a walk-through style event and we do not provide a tram or any other transportation through the Gardens. Walking distance is approximately .5 mile. Numerous benches are located along the walking path, if needed.

**When Does the Event Occur?**

Gardens Aglow is held from November 29 thru Dec 23rd. On Nov 29&30 and Dec 6&7 times are 5:00pm-8:00pm, with the last admission being at 7:00pm. Available time slots are 5:00; 5:30; 6:00; 6:30 and 7:00pm with closing at 8:00 pm. For Dec 12, 13, 14, 19, 20, 21, and 23, times are 5:00pm-9:00 with additional time slots of 7:30 and 8:00 added with closing at 9:00 pm.

**Do I need a ticket for each attendee?**

Yes. Each person will need to be registered for a ticket, even if there is no charge for a particular age bracket (age 3 & under). Advance purchase of tickets can be made online at [www.dabg.com](http://www.dabg.com) or by calling the Gardens office at 334-793-3224.

**Does my Garden membership include free admission to Gardens Aglow?**

No. All members must purchase tickets to Gardens Aglow. Garden members receive a discount off the general public price.

**Will food/beverages be available for purchase?**

Yes, a variety of food trucks will be onsite, located adjacent to the picnic pavilion.

**Are restrooms available onsite?**

Yes. Handicapped-accessible restrooms are located at the rear of the Smith Botanical Center as you exit the lobby.

**Is Gardens Aglow accessible for guests in wheelchairs/with mobility issues?**

All the primary Gardens trails are paved and easily accessible for wheelchairs, strollers and visitors who may have mobility issues.

**Are wheelchairs available?**

Guests who use wheelchairs are encouraged to bring their own. A very limited number of wheelchairs are available at the Botanical Center and are provided on a first come-first served basis.

**Can I bring my golf cart?**

No. The walking trails are too crowded with pedestrians for the use of golf carts.

**Will the giftshop be open?**

Yes. The giftshop will be open and contains a wide selection of gifts for nature-loving kid or kid at heart. Toys, books, jewelry, mugs, puzzles, pottery and more!

**Can I bring my pet?**

Yes. "Gardens Aglow" is a pet-friendly event. All pets must be leashed and people-friendly. Pet stations containing clean-up bags are located near the beginning of paved walkways.

**How do I purchase tickets?**

Online, in advance is RECOMMENDED!! Advance ticket prices are discounted from tickets available at the door. Online ticket sales end at noon on the day of the event.

Go to the Garden website at [www.DABG.com](http://www.DABG.com) to purchase tickets. You will be issued an email receipt that can be printed to bring with you or a digital ticket can be sent to your phone.

**Will tickets be sold at the gate/during the event?**

Onsite ticket sales are available, depending upon availability for each time slot. Only a certain number of tickets are sold per time slot. Note: ticket prices are higher when purchased on-site at the gate. Tickets purchased at the gate are not eligible for exchange. There is no guarantee of admission to the event without a pre-purchased online ticket.

**Are group rates available?**

Organized groups of 25 or more are eligible for a 10% discount on admission tickets. To qualify, tickets must be purchased as a group in advance, not individually or at the door. Contact the Garden Office for details.

**Can I bike/skate through the displays?**

No.

**Can I drop my kids off at Gardens Aglow?**

No.