

THE ROYAL MINT®
EXPERIENCE

THE ROYAL MINT CHRISTMAS EXPERIENCE

Frequently Asked Questions

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Important information

The Royal Mint Christmas Experience is a festive experience for guests to meet Santa.

It is not suitable for guests looking to learn about the history, engineering and production processes of The Royal Mint. For this, Guided Tours resume in January 2027.

1 THE EXPERIENCE

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1. HOW LONG IS THE CHRISTMAS TOUR?

The experience is approx. 50 minutes long. Please plan additional time to enjoy our exhibition, festive show (show times listed on page 2) and a bite to eat in our café!

2. WILL MY CHILD RECEIVE A GIFT FROM SANTA?

Yes, a gift is included with a Child or Under 2 ticket. They will receive a limited-edition, luxury teddy bear exclusive to The Royal Mint Christmas Experience tour.

3. CAN AN ADULT RECEIVE A GIFT FROM SANTA?

If an adult would like one of the cuddly gifts from Santa, they will be able to purchase this as an add-on when checking in. These will be charged at £10 each. These will not be sold separately and are only available with a valid tour ticket.

4. WHEN SHOULD I ARRIVE?

Please arrive at least 15 minutes before your ticket time, this is the time your tour will depart. You are welcome to arrive before your tour to enjoy our festive show and café facilities.

5. WHAT HAPPENS IF I AM LATE?

We will always try to catch you up with your tour. This will mean missing the first few minutes of the experience.

If you are more than 10 minutes late, we cannot guarantee to accommodate you on a later tour. We will not offer a refund under these circumstances.

6. WILL I SEE COINS BEING MADE DURING MY TOUR?

Due to our circulating coin factory operating on an 'on demand' basis, we cannot guarantee that there will be coin production happening during your visit.

7. CAN I TAKE PHOTOS DURING MY TOUR?

As The Royal Mint is a secure site, we ask that you do not take photos during your experience. However, photos are welcome in the following areas:

- Before you enter The Royal Mint Experience (where there are plenty of photo opportunities)
- The visitor centre, gift shop, and Café
- In the grotto when meeting Santa
- At the photo opportunities in the 'strike your own coin' room (although not at the actual striking machine)
- In our exhibition

If in doubt, please ask a member of our team before taking photos. If you take photos in prohibited areas, you will be asked to delete them. Refusal to do so will result in being escorted off site and a ban from The Royal Mint Experience.



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1 THE ROYAL MINT CHRISTMAS EXPERIENCE

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8. CAN I VISIT THE GIFT SHOP AND CAFÉ WITHOUT A TICKET?

Yes, the gift shop, markets and café are open to everyone. Please check our opening hours before travelling.

9. WHAT ELSE IS HAPPENING ON SITE?

FESTIVE SHOW

Festive shows will be performed in our café and are included in the price of your ticket. Shows last for 30 minutes and will be performed at:

Monday to Thursday (during days when the experience is open): 17:30 and 19:30
Friday to Sunday and School Holidays: 11:30, 13:30, 15:30, 17:30, and 19:30

You can watch the show at any time listed above. Please plan this around your tour.

Performances are subject to time changes or cancellation.

Loud sound effects and flashing lights will be used during the show.

The Festive Show will be performed by Imagination Alive Ltd.

CAFÉ

Enjoy a delicious meal in our café, with menu choices to suit a range of tastes and budgets. Please see our Café opening hours on page 8.

URBAN MARKETS

We are pleased to host Urban Markets on Saturday 28th November and Sunday 13th December 2026 for a line up of locally produced food and crafts.

The markets are free to enter, and you do not need a ticket to visit them. Please note, the markets are subject to cancellation.

10. WHAT CHARACTERS WILL I MEET DURING MY VISIT?

The experience is hosted by Santa's Elves. During the tour you will meet Santa himself!

Characters are portrayed by actors provided by Imagination Alive Ltd. All actors have valid DBS checks.

11. IS THE EXPERIENCE INDOORS OR OUTDOORS?

The experience is mostly indoors with a short outdoor walk to Santa's workshop. You might like to bring an umbrella or raincoat if the weather is bad!

12. WILL THE EXPERIENCE RUN IN ALL WEATHER CONDITIONS?

For the safety of our guests and team, we will not open the experience if a red weather warning is active in Rhondda Cynon Taf. We will reopen the experience once the red weather warning has been lifted, under the guidance of the Met Office.

Guests affected by cancellations will be contacted directly to reschedule or refund their experience. There will be no need for you to contact us.

The Royal Mint Christmas Experience will run in all other weather conditions.

1. IS THE EXPERIENCE ACCESSIBLE FOR WHEELCHAIRS, WALKING AIDS AND SCOOTERS?

Yes! The tour is based on ground level and fully accessible. Please let us know on booking if you intend to use wheelchairs, walking aids, or scooters.

2. DO YOU HAVE WHEELCHAIRS ON SITE THAT I CAN BORROW?

We have a limited number of wheelchairs available to borrow during your visit. If you would like to borrow a wheelchair, please let us know on booking or on arrival.

3. IS THE EXPERIENCE AUTISM FRIENDLY?

Yes, everyone is welcome on every tour. For guests who prefer a quieter atmosphere, the first tour of the day is a designated Autism Friendly Experience with smaller groups, reduced sensory stimulants, and minimal wait to see Santa.

The Autism Friendly Christmas Experience sells out very quickly, please book well in advance.

4. CAN I BRING A PRAM OR PUSHCHAIR?

Due to limited space on tour, we encourage guests not to take their pram or pushchair unless it's essential for accessibility. There is a designated Buggy Park for you to use during your tour.

Please note, while the Buggy Park is monitored by CCTV, The Royal Mint will not be held responsible for any damage or loss of possessions.

Prams and pushchairs are welcome in the main visitor centre, exhibition, and café.

5. DO YOU OFFER BLUE BADGE PARKING?

Yes, there are blue badge car parking spaces in The Royal Mint Experience car park, just 50 meters away from the main entrance.



Our full accessibility statement can be found here:
[THE ROYAL MINT EXPERIENCE ACCESSIBILITY REPORT](#)

3 STRIKE YOUR OWN COIN

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1. DO I GET A STRIKE YOUR OWN COIN INCLUDED IN MY TOUR TICKET?

'Strike Your Own Coins' are not included in your ticket, unless you have booked an Ultimate Bundle Package. You can purchase a Strike Your Own Coin on arrival for £8.50 per coin.

2. HOW MUCH IS THE STRIKE YOUR OWN COIN?

£8.50 per coin.

3. HOW MANY COINS CAN I PURCHASE?

You can purchase up to 3 coins per person with a tour ticket. You cannot buy a Strike Your Own Coin without a tour ticket.

4. HOW MANY COINS CAN I STRIKE DURING MY TOUR?

Due to time limitations on the tour, we can strike one coin per person and give you pre-struck coins if any additional have been purchased.

5. WHAT WILL THE STRIKE YOUR OWN COIN BE FOR CHRISTMAS?

The Christmas Strike Your Own Coin design is usually announced during the autumn. Once announced, you can see the design on our Strike Your Own Coin web page, linked below.

Web page:

[THE ROYAL MINT EXPERIENCE | STRIKE YOUR OWN COIN](#)



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	Mon to Thu	Fri to Sun	18 - 23 Dec
Adult (16+)	£12.50	£17.50	£20
Child (2+)	£17.50	£22.50	£25
1 Adult + 2 Children	£45	£60	£65
Under 2s	£5	£5	£5
Carers	£5	£7.50	£7.50
Ultimate Bundle (Adult) Ticket includes: • Experience entry • 1x Main meal + Drink in the café • 1x Strike Your Own Coin <i>*Please visit during our hot food service hours to get the most out of your ticket (see p8).</i>	£25	£30	£35
Ultimate Bundle (Child) Must be accompanied by an adult. Ticket includes: • Experience entry for 1 child • 1x Kids meal + Drink in the café • 1x Strike Your Own Coin	£30	£35	£40
Ultimate bundle tickets also include 1 free photo with Santa per booking			

1. WHAT IS INCLUDED IN THE EXPERIENCE TICKET (NOT THE ULTIMATE BUNDLE)?

Your ticket price will include entrance to the visitor centre, the Christmas tour, a meet and greet with Santa, entry to our exhibition, and the Festive Show in our café. A child's ticket also includes a cuddly gift from Santa.

2. ARE THERE ANY PROMOTIONS OR DISCOUNTS FOR THIS EVENT?

We are not able to offer discounts, concession, or student rates for this event. We cannot redeem Tempo Time Credits for this event.

3. HOW CAN I BOOK CHRISTMAS TICKETS?

Tickets can be purchased online via the following link: [TICKETS | The Royal Mint Christmas Experience](#)

You can also book tickets via phone by calling our Customer Services Team: **0800 032 2154**

If calling from outside the UK please dial: **+44 1443 222 111**

4. CAN I SPREAD THE COST OF MY TICKETS OVER SEVERAL PAYMENTS?

Yes! We are now pleased to offer Klarna as a method of payment through our online booking system. Just select this payment method at checkout at follow the on screen instructions. Please note, Klarna is not available on telephone bookings.

4. DO YOU OFFER CARER TICKETS?

Carers can enjoy a discounted rate of £5 (Off Peak) or £7.50 (Peak). Simply choose a Carer ticket on booking and bring proof of carer status on arrival, such as:

- Attendance Allowance or Carer's Allowance letter of award
- GP Letter showing you've registered as a carer.
- Credibility's Access Card with the carer/companion symbol.
- A valid blue badge for the person you are accompanying.
- In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI).
- Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book.
- Incapacity Benefit books, or a letter stating the benefit has been awarded Incapacity Benefit, Employment and Support Allowance (ESA) Disability Students' Allowance (DSA), or DID card (UK Disabled ID card).

Please note, a carer ticket can only be booked with another full paying adult or child ticket.

5. CAN I AMEND MY EXPERIENCE DATE OR TIME?

If you have a free account with us, you can amend your experience date or time up to 24 hours before your visit, free of charge.

If you do not have an account, you will need to contact us to amend your booking. In these cases, we will charge an admin fee of £5 per order.

To avoid charges, we recommend you create a free account with us on check out.

6. CAN I USE MY ROYAL MINT EXPERIENCE VOUCHER?

The Royal Mint Experience vouchers cannot be redeemed during our Christmas event. If your voucher is due to expire during the Christmas event, please contact experience@royalmint.com

7. CAN I USE MY VIRGIN EXPERIENCE DAY VOUCHER?

Virgin Experience Day vouchers cannot be redeemed during our Christmas event. If your voucher is due to expire during the Christmas event, please contact Virgin Experience Days directly by following this link:

<https://help.virginexperiencedays.co.uk/hc/en-us>

8. CAN I REQUEST A REFUND?

Tickets for The Royal Mint Christmas Experience are non-refundable.

9. DO I NEED TO PRINT MY TICKET?

No need to print your ticket, show your confirmation email with the QR code at the check in desk.

10. WHY DO I NEED TO GIVE MY CHILD'S NAME ON BOOKING

We like to give your children a personalised check-in experience. Please note, Santa won't have access to this information.

11. WHAT SHOULD I DO IF MY EXPERIENCE IS CANCELLED?

In the unlikely occasion your tour is cancelled, a member of our team will be in touch with as much notice as possible to reschedule or refund your ticket.

1. CAN I BOOK A SCHOOL VISIT?

We are not able to offer a Christmas school programme this year. We look forward to welcoming you back in 2027 for our education workshops.

2. CAN I BOOK A GROUP VISIT?

For more information on group bookings, please contact groups@royalmint.com

BY CAR

The best postcode to use on Sat Nav or a GPS navigation device is CF72 8YT.

- From the M4, exit at junction 34, taking the exit signposted to Llantrisant.
- Follow the A4119 through two sets of traffic lights and continue to the first roundabout.
- At the first roundabout, take the second exit.
- Continue through two sets of traffic lights to the second roundabout.
- At the second roundabout, take the second exit.
- Continue to the next roundabout, taking the fourth exit
- Continue straight on and take the third left to arrive in The Royal Mint Experience car park.

Our car park is free for all visitors to The Royal Mint Experience.

BY TRAIN

The closest train station is **Pontyclun** which is approximately 4 miles from The Royal Mint Experience.

There are frequent train connections to and from Cardiff Central, but we advise booking a local taxi firm from Pontyclun to complete your journey.

We can provide telephone numbers for local taxi firms; please call **0333 241 2223** for assistance.

BY BUS

The closest bus stops are:

- To/from Pontypridd: Parc Busnes Edwards (4-minute walk from us)
- To/from Cardiff: Ely Valley Road, Ynysmaerdy Industrial Estate (12-minute walk from us)

To plan your route in advance, visit www.traveline.cymru or call Traveline Cymru on **0300 200 2233** for assistance.



7 CHRISTMAS OPENING HOURS

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
NOVEMBER 2026						
30 					28 	29 
DECEMBER 2026						
	1 	2 	3 	4 	5 	6 
7 	8 	9 	10 	11 	12 	13 
14 	15 	16 	17 	18 	19 	20 
21 	22 	23 	CLOSED - See you in 2027!			

Opening Times

	Building & Gift Shop	Experience	Cafe
	CLOSED	CLOSED	CLOSED
Off Peak 	14:30 - 21:30	First Tour: 15:00 Last Tour: 20:00	14:30 - 20:00 Hot food served 15:00 - 19:00
Peak 	08:30 - 21:30	First Tour: 09:00 Last Tour: 20:00	08:30 - 20:00 Hot food served 11:30 - 19:00

8 ANY MORE QUESTIONS?

Do you have further questions? Our team are happy to help!

CONTACT US

By email: experience@royalmint.com

By phone: 0800 032 2154

If calling from outside the UK please dial: +44 1443 222 111