



CHRISTMAS LIGHTS 2026: Ticket and Event Terms and Conditions

A ticket is valid only when purchased through an authorised ticket seller. Tickets must be purchased from MOTAT's official website and must be for the Christmas Lights event only, not a General Admission Ticket or Membership ticket. Each Christmas Lights ticket is valid for one entry only on the date selected when booking (subject to availability). All entrants must have a valid ticket for the date they are attending the event, this includes free entry tickets for under 5's*.

Tickets for all attending visitors must be presented at the entry gate on request. Entry will be denied to: anyone without a ticket; if date of the event is different to date shown on the presented ticket; or if the ticket presented is not valid for the type of entry sought i.e. an adult may not enter on a child's ticket. You may also be refused entry if the authenticity or validity of a ticket is questionable or has not been purchased from MOTAT's official website.

There is a purchase limit of 15 tickets per order.

No Refund policy: All tickets are non-refundable and date exchanges cannot be given. Please select your tickets and dates carefully at time of booking.

This is an all-weather event and will take place in all weather conditions. Refunds or date exchanges will not be given due to inclement weather.

In the event of cancellation by MOTAT, full refunds will be provided for all purchased tickets. You will be notified by the email address you have provided.

Due to the high number of visitors at this event, pushchairs and trolleys cannot be carried on Trams during Christmas Lights. Visitors must not bring roller skates, rollerblades, skateboards, scooters, bicycles (unless to use bicycle stands provided inside MOTAT), or similar transport into MOTAT.

Toddlers' ride-on toys are permitted only if fitted with a rigid fixed handle and under the control of a responsible adult at all times.

MOTAT takes no responsibility for the security of any property brought into MOTAT by visitors, including pushchairs, scooters and bicycles.

Other rules and guidelines:

MOTAT provides a special and unique environment. We appreciate your support in helping to preserve our heritage and collection objects and keeping our museum safe. Please follow all instructions by MOTAT team members and do not intentionally damage or mistreat museum property, staff and other visitors.

Smoking is not permitted on MOTAT grounds, this includes e-cigarettes and vaping products.



The use of alcohol or drugs is not permitted at MOTAT. You may be denied entry into or removed from this event if MOTAT has reasonable grounds to do so, including if you breach these Terms and Conditions or you are intoxicated, under the influence of illicit drugs, displaying anti-social behaviour or adversely affecting the enjoyment of the event by others. Non-service animals are not permitted onsite.

Children under 14 must be accompanied by a parent or guardian at all times in accordance with section 10B of the Summary Offences Act 1981.

MOTAT reserves the right to add, withdraw, reschedule or substitute advertised activities, pricing, ticket categories and audience capacity. Standard entry terms also apply, these can be viewed [here](#).

MOTAT Mates free entry offer:

MOTAT Mates are eligible for free entry to Christmas Lights. Your membership entitles you to one free ticket per member, subject to ticket availability. MOTAT Mates must secure their free ticket by logging in and booking through their My MOTAT account at my.motat.nz, accessible through the TICKETS button on MOTAT's website MOTAT.NZ or link sent in MOTAT Mates e-newsletters. You must use the same email address as you provided in your membership information.

Tickets can be booked for free subject to availability at time of booking and your preferred date is not guaranteed. All further bookings for any additional dates will be charged at Christmas Lights ticket rates. All tickets booked are non-refundable and date exchanges cannot be given. Please select your tickets and dates carefully at time of booking.

You must have a valid membership for the date of the event you wish to book for. You can renew your membership ahead of it expiring if your membership expires prior to the event date.

MOTAT Mates will receive free entry for the total number of members on their membership. Family Pass: Up to 2 adult and up to 4 child tickets; Individual Pass: 1 adult; Child Flexi Pass: 1 child and 1 accompanying adult. Under 5s not on your membership can enter for free but you must book an Under 5s free ticket for each Under5 child when you make your booking. There is a purchase limit of 15 tickets per order.

** As a family friendly venue, MOTAT will endeavour to be flexible for under 5's without a ticket when the rest of the group have tickets. However, because of site limits and health and safety, we may not be able to allow entry in these circumstances. MOTAT reserves the right to use its discretion with non-ticketed guests.*