



FREQUENTLY ASKED QUESTIONS

TICKETS

What are the dates and times of Holly & Ivy?

The two-day event will be Saturday, December 7 and Sunday December 8 from 10 am – 4 pm each day.

Can I purchase tickets at the door during the event?

Yes! Admission tickets will be available for purchase at check-in during the event. Ticket prices at the door will be General Admission \$25; Children 6-12 \$5; Children 5 and under free. Workshop tickets require advanced purchase and will not be sold at the door. Workshop tickets also include admission to Holly & Ivy.

Is my ticket good for both Saturday and Sunday?

Tickets can be used for one visit on either day, it cannot be used for both days. If you purchased workshop tickets please let us know which day you will be using your Holly & Ivy ticket(s) when you check in.

Will I receive a paper or digital ticket?

You will receive an emailed receipt for your admission or workshop ticket upon purchase. This receipt will also include a ticket with a QR code for each ticket holder. Please print your ticket(s) or have a digital version of your receipt to present for check-in upon arrival (check your junk folders if you don't see your ticket in your inbox). We will also have a list of all ticket holders at check-in.

I am unable to attend Holly & Ivy. Can I get a refund for my ticket?

All admission and workshop tickets are final sale and are non-refundable and non-transferable to other events or tours. Please feel free to gift your ticket to a friend if you are unable to attend. We'll check them in under your name. Mixology attendees must be 21+.

Can I switch my workshop ticket to another day?

Due to limited availability, workshop tickets cannot be switched to a different day. Tickets are final sale and are non-refundable and non-transferable to other workshops, events or tours. Please feel free to gift your ticket to a friend if you are unable to attend.

Are there private homes we can tour?

There are not any private homes to tour during the event. Since COVID, it has been difficult to find homeowners willing to open their homes to almost 1,000 people over two days. Therefore, we are focusing on the grandeur of Salisbury House and highlighting the creativity of the talented designers that decorate each room of the estate. We have added a design contest where guests can vote on their favorite room design, interactive workshops, professional holiday photos, live music, a holiday sweet shoppe, and Santa.

Is my ticket purchase tax-deductible?

Your ticket purchase is not tax-deductible. However, you may elect to add an additional donation with your ticket purchase to go toward this fundraising event. All net proceeds from the event will support Salisbury House & Gardens.

DIRECTIONS & PARKING

How do I get to Salisbury House?

From I-235, take the 42nd Street exit. Proceed south on 42nd Street for about ½ mile. Turn left onto Tonawanda Drive. Salisbury House is located at 4025 Tonawanda Drive. It is the 4th property on the North side of the street. **Please Note: Tonawanda Drive will be temporarily turned into a one-way, eastbound only street.**

Do not enter Tonawanda from Grand Ave. or from the east side of Salisbury House. Enter Tonawanda from 42nd Street only.

Where should I Park?

There is limited parking in the Salisbury House parking lot. On-street parking is available along the south side of Tonawanda facing east. Please be considerate of our neighbors. We strongly suggest carpooling.

Handicap Accessible Parking & Drop-off

Accessible parking is available on the north side of Salisbury House in the circle drive parking area. Drive up the main parking lot around the building and keep going past the garage following the road to the right. Enter through the north door under the arched entryway. You will check in directly inside the door in the Great Hall.

Is Salisbury House accessible?

Partially. Due to the historic nature of the house, it is handicap accessible to a degree. There is a small elevator that allows access to the second floor, but there are a couple steps that lead to some of the bedrooms and three steps with a railing that lead from the Great Hall (where you will enter) to the Common Room where the Steinway piano is located. The public restrooms are handicapped accessible.

GENERAL INFORMATION

Where do I go to enter?

Follow the stairs and signage from the main parking lot up the sidewalk, past the gardens to the south entrance. You will check in directly inside the door in the Great Hall.

Will there be anywhere to sit?

There will be seating available in the Common Room (where the piano is located) which is accessible by three steps with a railing. There will also be seating in our Holiday Sweet Shoppe located in the Historic Garage.

What kind of payment methods do you accept?

We accept all major credit cards and cash for ticket purchases and items in our Sweet Shoppe. We do not have an ATM on the property.

Can I sign up for a Guided Tour during Holly & Ivy?

Guided tours will not be available during the event. Holly & Ivy is a self-guided tour of the estate. We will have volunteer tour guides located around the house to answer questions. You will be able to download a tour book to your phone for more information about the house. Tour books are available for purchase for \$3.

Can I take photos while inside Salisbury House?

Non-professional photography is allowed, but flash must be turned off. Videography is not permitted.

Can I bring a stroller inside Salisbury House?

We cannot accommodate strollers in the museum, but front child-carriers are welcome. If you bring in a stroller it can be left in the Great Hall where you will enter.

What items are not allowed inside Salisbury House?

No outside food or beverages or chewing gum are allowed inside the museum. Backpacks must be worn on the front of the body or left in the Great Hall where you will enter. Salisbury House staff reserve the right to prohibit items inside the museum at our discretion.

Smoking and vaping are strictly forbidden in or near the museum and are allowed in designated smoking areas near the parking lot only.

No weapons are allowed on the premises.

How can I sign up to design a Salisbury House room for Holly & Ivy?

If you are interested in designing a room for our 2025 Holly & Ivy event, please email us along with a couple photos of your previous room designs to rentals@salisburyhouse.org

What are the dates of Holly & Ivy 2025?

Next year's event will be held Saturday, December 6 and Sunday, December 7.

WEATHER POLICY

Holly & Ivy Tickets Weather Policy

In case of cancellation of Holly & Ivy due to inclement weather, information and updates will be emailed to ticket holders whose email is provided upon ticket purchase. Updates will also be posted on the Salisbury House & Gardens website as well as the Facebook event page.

In the event Holly & Ivy is canceled due to inclement weather, refunds will not be issued. As this is a fundraising event for Salisbury House, tickets will be converted to a donation to the event. You will receive a donation letter in the mail for the full value of your ticket purchase for tax purposes. We thank you for your support!

If you do not wish to donate your ticket cost(s) to the event, and you require a refund, a refund request must be submitted by **email** to contactus@salisburyhouse.org no later than December 13, 2024.

Refund requests by phone will not be honored or accepted.

Thank you for your support!

If you have any other questions email us at contactus@salisburyhouse.org



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