

FREQUENTLY ASKED QUESTIONS

about Wonderland Under Warrior at Rickwood Caverns State Park

Q. Are advanced reservations required?

A. Advanced reservations are highly recommended because many tour times will sell out. Tickets can be purchased online at www.reservealapark.com. Same-day reservations cannot be made online but can be made by phone (205-647-9692). Call volume is high this time of year and we do our best to serve everyone but booking online is the best way to purchase a ticket. Walk-up tickets will be sold based on availability, but we cannot guarantee this option.

Q. How do I book online?

A. Visit www.reservealapark.com, and select the **CAVE TOURS** link on the top right. Use the search term “Wonder” and choose the date you would like to visit to see time-slot availability. Follow the prompts to select the number of tickets you need and book your tour. You will need to create an account to make your purchase.

Q. Are masks required?

A. Masks are not required but highly encouraged, especially while in the cave.

Q. Where will Santa be located?

A. Santa’s Workshop is in the Nature Center (not in the cave). Anyone who purchased a ticket to a cave tour will have the opportunity to visit with Santa* ahead of their tour. A phone tripod is available for anyone who needs it for taking a photo. There is also a small bench in front of Santa for anyone who would prefer to keep their distance during the photo op.

Q. Will Santa be in his workshop for the entire event?

A. Santa will be available for photos in his workshop for all tours November 26-28, and December 1-23. Santa is super busy this time of year so he will NOT be available November 20-24, and December 26-January 2.

Q. How long will the cave tour last?

A. The Wonderland Cave Tour is self-guided and guests can go at their own pace. The tour is approximately a 1.25-mile walk (round trip).

Q. Is the cave tour accessible for wheelchairs or strollers?

A. No. Although the 110 stairs from our regular cave tour are not included, the Wonderland tour does still include about 30 stairs and a 1.25-mile walk (round trip).

*Santa will NOT be available November 20-24, and December 26-January 2.

Q. Is this event rain or shine?

A. Yes, unless there is a major flooding event. Most of this event is indoors or in the cave. In the case of rain, please be prepared to walk from the parking area to the gift shop, and from the gift shop to the cave entrance. An umbrella stand will be available at the cave entrance.

Q. Where do I go when I arrive?

A. There is a large parking area past the park office and gift shop. Check-in for the cave tour at the will-call window at the gift shop or inside the gift shop. Once you have your time-stamped ticket, you can visit Santa's Workshop* and enter the cave.

Q. Are public restrooms available?

A. Yes. There are restrooms outside the gift shop and in the nature center (Santa's Workshop).

Q. Is there anywhere to eat at the park?

A. Snacks are available in the park gift shop, and food trucks will be available on occasion. Please follow us on [Facebook](#) for announcements about food trucks. Rickwood Caverns State Park also offers several great picnic spots throughout the park.

Q. What if I arrive late for the time slot I purchased a ticket for?

A. Unfortunately we cannot guarantee availability for another tour. Please arrive on time for your tour.

Q. Are any discounts available?

A. A limited number of group tours are available for interested organizations. For these groups (20 people or more), a group rate of \$10/person is available. To inquire about availability for group tours, please call 205-647-9692.

Q. Is there an entrance fee into the park?

A. For guests who purchase a ticket to Wonderland Under Warrior, no gate fee is required. For all others, an entrance fee is required (\$2 age 5-11; \$3 age 12+) in the honor box at the park entrance.

Q. Are tickets refundable?

A. Unfortunately, no. Tickets are non-refundable and non-transferrable. This restriction is in place to help us best serve all guests as efficiently as possible.

Q. Are tickets transferrable?

A. A confirmation email is sent to customers who make advanced reservations. The confirmation number from this email must be presented to enter the cave. While tickets are not officially transferrable, we understand that things come up and you may need to pass that email along to a friend so your tickets do not go to waste. Confirmation numbers will be validated upon arrival and can only be used once.

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