

Your
guide

Our
shuttle bus
is free –
please
remember
to book

Lights of Love

Join us at Lights of Love to remember together those no longer with us. Your support means we can continue to care for local families living with incurable illness.

We create a special setting at our Shrewsbury hospice so the community can come together as one and remember those we miss every day, and especially at Christmas.

The service includes music, carols and readings and leads to the poignant moment when candles are lit, we pause in silence, and our lights of love tree shines bright with your memories.

We would really like you to join us – we have a free shuttle bus available from Oxon Park and Ride.

To dedicate a light and to make a donation that helps local families, please use the dedication form.

I'm driving, where can I park?

We've arranged free parking at the Oxon Park and Ride (SY3 5AD) from where you can catch our free shuttle bus or walk to the hospice. The walk is mostly flat (there's a slight incline on Clayton Way) and about a mile in length so allow at least 25 minutes. There is no parking available at the hospice.

There is also limited parking in the Clayton Way business park (SY3 8HS).

The furthest distance to walk from these spaces is about half-a-mile.

Parking and walking arrangements are signposted and marshalled on the day so you won't get lost, don't worry!

We expect the event to be busy, so please be considerate to those who might be less mobile than you, and use the car parks further away if you can.

I'd like to use the shuttle bus, what do I do?

Our shuttle bus is free to use but you must tell us if you will want a space as seats will be allocated on a first come, first served basis. You only need to tell us once but please let us know **no later than 16 November** via the dedication form.

Buses will run between the Park and Ride and the hospice within two time blocks: **3pm and 3.20pm.**

Lights of Love will start promptly at 4pm.

There's a flat walk (150 yards) from the bus drop-off point to where the service takes place. We'll pick you up from where you were dropped off, from 4.50pm.

The shuttle bus is wheelchair accessible but capacity is limited. Please call us if you need a space: 01952 221351

Can I drop someone off?

You won't be able to access the hospice by car along Clayton Way as there is nowhere for you to turn around, or drive down to the hospice, even to drop someone off.

Is the event inside or outside?

Lights of Love is an outdoor event and is not under cover, so please remember to dress appropriately for an outdoor event in December.

What if the weather is really bad?

Except in extreme weather, the event will go ahead. If there are any changes to the event, we will use our social media channels, Facebook and Instagram to post updates.

Are there seats?

There are limited seats available, these will be reserved for those who really need them.

Please tell us by 16 November if you require seating. You can call us on 01952 221351 or contact us via email fundraising@severnospice.org.uk.

Please don't bring your own chairs.

Will there be refreshments available?

Yes, hot drinks and seasonal refreshments will be available to buy from our Refresh café pop-up.

Do I have to tell you in advance if I'm coming?

Yes please! Just use the dedication form, call us on 01952 221351 or email fundraising@severnospice.org.uk

What if I can't come?

If you're unable to join us, we do still invite you to make a donation and dedicate a light. As well as our thanks, we can send to you a complimentary tea-light holder to use at home on the day of Lights of Love so you can share the moment with us. Just let us know on the dedication form. If you would like a programme please remember to share your email address with us when you make your dedication.

What time will it finish?

Lights of Love will last no more than an hour.

How do I receive a programme?

If you are attending the event, you will receive a programme on arrival. We can email a programme to you before Lights of Love if we have your email address and you let us know that is how you wish to receive it. **You can do that in the dedication form.** You can then share the programme with friends and family electronically.

Can I stay after the event?

Of course. You are more than welcome to stay for your own moment of reflection by the tree. If you want to come back at any time, you are welcome to do that too. There is no need to make an appointment. If you are returning on another day, you can park at the hospice.

Can I visit the tree at other times?

The tree will be moved to its seasonal location at the front of the Shrewsbury hospice after Lights of Love. There is no need to make an appointment. If you are returning on another day, you can park at the hospice.

Can I visit the sanctuary on the day of the event?

If you plan to do this, please let us know in advance by emailing fundraising@severnospice.org.uk. It can be difficult to accommodate lots of people at one time in the sanctuary, so letting us know you plan to visit will help us manage things.

Will I be able to buy Christmas cards and a Severn Hospice Christmas star at the event?

Yes, these will both be on sale at Lights of Love, subject to availability.

Is the event accessible?

Yes, the event is accessible to all, but if you have a particular concern or request regarding accessibility – please give us a call.

I have another question

If you have a query not answered here, pop it on an email to fundraising@severnospice.org.uk or call us on 01952 221351.

**Please get
in touch**
if you have
any questions