

# **Home for the Holidays - Presenting Sponsors**

1. Lehigh Valley Reilly Children's Hospital 2. WFMZ

# **Lights in the Parkway 2025 Frequently Asked Questions**

# **General Information**

#### What are the season dates and hours?

Friday, November 28<sup>th</sup>, 2025 – Monday, January 6<sup>th</sup>, 2026, closed Christmas Eve & Day and New Years Eve & Day. Hours of operation are 5:30pm-10:00pm.

#### How do I purchase a ticket?

Ticket purchases are by reservation only. Tickets must be purchased prior to arriving to the Parkway. No credit, cash or onsite purchasing. Ticket sales are now open and can be reserved at www.allentownpa.gov/LITP.

#### What is the radio station to tune in while traveling through the Lights?

We have customized a holiday playlist for your enjoyment on 98.3FM.

# Do you close for rain or inclement weather?

Depending on how severe the weather gets determines if we are open or closed. We update our Facebook page on any closings due to weather that include flooding, wind, ice. Your safety is our top priority, and we will be sure to keep all patrons updated on any season delays or closings due to inclement weather. Please follow City of Allentown on Facebook and other social medias for all inclement weather updates.



# Can I purchase gift cards?

Yes! Gift cards can be purchased at <a href="www.allentownpa.gov/LITP">www.allentownpa.gov/LITP</a> and be redeemed at any offering, and you will be given a code which can be redeemed for a ticket reservation.

# How do I know who is volunteering for the night? Can I donate?

On our ticketing platform, you can view sponsored nights. When purchasing tickets, you will have the option to donate to the sponsored group. Tickets can be purchased on <a href="www.allentownpa.gov/LITP">www.allentownpa.gov/LITP</a>.

# Where is the entrance to Lights in the Parkway? How do I get there?

To visit Lights in the Parkway, you must enter onto Lehigh Parkway East from Martin Luther King Jr Dr. Please follow traffic setup and travel routes to the check in booth. You can reference the map for more information.

#### Where are the restrooms located on site?

We have standard and ADA portable restrooms available for your use. One portlet will be placed at the parkway entrance and three will be placed at the ticket booth. Please use caution when exiting your vehicle and do not leave children or vehicles unattended or parked in an undesignated location.

# Will there be a 5K this year?

Yes, Run Lehigh Valley is once again hosting the Lights in the Parkway 5K. It will be held on November 26th from 7:00pm-9:00pm. You must purchase a ticket prior to arriving. Tickets may be purchased at Lights in the Parkway 5K | Run Lehigh Valley.

# Will there be a Lights in the Parkway Party Bus?

No, this year, there will not be a sponsored Lights in the Parkway Party Bus.

# **Admission & Online Ticket Purchases**

# Can I pay cash or credit onsite?

No, you may not purchase tickets onsite. Tickets must be reserved online at www.allentownpa.gov/LITP.



#### Are the tickets sold per person, or per vehicle?

Tickets are sold per vehicle, \$16 for cars/family style vans up to 8 passengers. \$26 for commercial vans, minibuses, limos 9-24 passengers. Vehicles must remain under 14ft to be able to pass through the arches in the displays. Online processing fees will apply.

# Is my ticket good for any day, or do I need a reservation?

Tickets must be reserved by date. Reservations Tuesday-Thursday may be redeemed at your leisure during normal business hours. Tickets reserved for Friday, Saturday or Sunday are specific to your time block at your leisure. Patrons can arrive during; 5:30pm-7:30pm or 7:30pm-10pm, once your reservation has been booked. Move It Mondays are free and do not require a reservation.

#### Can I use my ticket to drive through more than once?

Tickets purchased may only be used to go through the Lights Display one time. You must purchase another ticket to go through again.

# I did not receive a confirmation email. What do I do?

A confirmation email is sent to the email provided when purchasing your ticket. Please check your spam or junk folder. If you do not receive one in 24 hours, please contact <a href="mailto:events@allentownpa.gov">events@allentownpa.gov</a>.

# Do I need to print my ticket?

You can save your ticket to your smart device. We do ask that you have your ticket ready and available, with QR code. We can also check you in by first or last name if your QR code is not scanning. Please be sure to specify the name ticket was purchased under.

# How can I get request a refund?

All ticket sales are final sale. Rescheduling is available if you are not able to go on your selected date, please email <a href="mailto:events@allentownpa.gov">events@allentownpa.gov</a> if you need further assistance.

# What do I do if I cannot use my ticket? Refund?

If you cannot use your ticket, you can go on the ticket platform, cancel your reservation, and choose a new date/time to go.



#### Can I reschedule my ticket?

Yes, tickets may be rescheduled prior to the original date. In your confirmation email, hit 'Cancel Booking' then click on 'Gift Card Credit'. Once done, you'll receive another email with the credit to then select a new date to go to Lights. You will not be able to cancel and reschedule a ticket if the date has already passed. Please email <a href="mailto:events@allentownpa.gov">events@allentownpa.gov</a> for further assistance.

#### Are my tickets good for next year?

No. All tickets bought this year are only good through January 6<sup>th</sup>, 2026.

# Do you offer discounts or group sales?

We do extend various discount codes on Facebook during the season. Group sale requests can be emailed to <a href="mailto:events@allentownpa.gov">events@allentownpa.gov</a>.

#### If I have a family member that is immune compromised, is it required that I open my window?

No, your safety is important to us. Please have your QR code available, and we suggest a note to display on your window. "WINDOW MUST REMAIN CLOSED" please also note your first and last name so that in the event your code is not scannable through the glass we can check you in by name.

# **Attraction Information**

#### What speed should we travel?

We ask that you travel on average at 5 miles per hours, and that your vehicle is continually moving at a decreased speed. Please do not pull over or stop in the park.

#### Is there a gift barn this year?

No, please patronize our Allentown retailers, businesses and restaurants.

#### Are there flashing lights?

The display contains moving/blinking lights. Please take this into consideration if this may affect you.



#### Can we get out of our vehicles and take pictures?

Lights in the Parkway is a drive through event, we ask that you always remain in your vehicle. However, for our Move it Mondays, you are able to walk on the paths to enjoy the lights from a new perspective. There will be no entry onto the fields at any time.

#### Do we need to turn off our headlights?

Yes, we ask that you turn off your headlight and use parking light. This will enhance your experience while traveling through the lights.

# Can I bring my RV or Party Bus, and if so, dimensions allowed?

Yes, however, vehicles over 14ft in height are not permitted, as they will not clear the tunnel.

# Can I bring my family pet?

Yes, pets are welcome to come and enjoy the lights as well. We do ask that you make sure you have taken your pet for a walk before entering the display, and that you do not exit your vehicle with your pet while in the event vicinity. For our Move it Mondays, you are free to bring your pet on a leash but we ask that you clean up after them, please.

#### If I am still in line at 10pm what happens?

We do close at 10:00pm. However, if you are in line and have a ticket purchased for that night, we will ensure you get through the display.

# Is it a walk-through feature or drive through, and how long is the drive through?

Lights in the Parkway is a drive through only feature. We do ask that vehicles travel at a decreased speed of 5 miles per hour, and it takes approximately 20-25 minutes to see all the Lights once you enter the admission gates.

For 2025, Lights in the Parkway will be offering a more active way to engage with the Lights. Move it Mondays are a way to walk, run or bike through the Lights in the Parkway. Move it Mondays take place on Monday December 1st, December 8th, December 15th, December 22nd, December 29th, January 5th and an additional walking day on January 6th from 5:30pm-10:00pm. No cars are allowed on the premises but parking will be available on Lehigh Parkway South and Grammes Road. For more information, please contact events@allentownpa.gov



#### Any food vendors or beverages available for purchase?

Lights in the Parkway is a great way to pack up some family favorites, hot cocoa, or coffee in your vehicle. We do not have food or beverages available for purchase and suggest you visit with snacks and non-alcoholic beverages to enjoy from your vehicle. However, on our Move it Mondays, we will have food and drink vendors present to serve and warm the walkers and bikers.

#### Do you offer carriage rides or ice skating this season?

No, we do not offer carriage rides or ice skating.

# How many lights are in the display?

This season we have new Lights! The 29<sup>th</sup> year program includes *three brand-new train displays* to accompany our classic Toyland train. All four will be showcased together along the west wood line of Park Drive, the same special section highlighted for our 25th anniversary. The stone house and log cabin will shine brighter than ever with new *RGB programmable lights*. Paired with the colorful Candyland displays surrounding the area, it promises a vibrant, playful burst of color.

# What do my proceeds support?

Lights in the Parkway proceeds directly benefit many local nonprofits groups that volunteer to support during the season. More information and photos of the nonprofit's groups can be found on our Facebook page.

# What do I do if I have an emergency while at Lights in the Parkway?

Please use a personal device to call 911, and if possible, advise any event personal in visible sight of your emergency.

# **Trip Planning**

# What days or hours are best to visit Lights in the Parkway?

For less traffic, weekdays are your best option to reserve a ticket.

What can I expect when I get to the entrance/booth? How do I know when I am getting close?



Excellent customer service, we will scan your ticket for entry and make sure you have the station and guidelines to best enjoy the lights. There are signs placed along entry ways that will advise the distance you are away from our ticket booth and entry gates.

# How can I be best prepared with small children?

We suggest reserving on weeknights if possible so that you can anticipate shorter waits and lines. Children can fall asleep in the comfy car ride, so we do suggest you come prepared with blanket, favorite stuffed animals/or toy, and snacks.

# Can I visit Lights in the Parkway from out of state?

Everyone is welcome to come and enjoy Lights in the Parkway!

#### What can I bring or do to be most prepared?

Your time and experience are important to us, we suggest that you plan your visit with anticipated delays on weekends, have your ticket ready. Be sure your vehicle has adequate gas and is in best working condition as there may be unexpected wait times. Bring along blankets, food, beverage, and interactive things for your children. Use the restroom before visiting or before entering the display. Most importantly take lots of photos, make family memories, and enjoy the Lights!