

Dragonfly Display FAQs

Ordering a dragonfly

Can I still order a dragonfly?

Yes you can still donate for a dragonfly at www.stbarnabashospice.co.uk/dragonfly or we can arrange for one of the Supporter Care team to give you a call and take your order over the phone.

Please note your dragonfly won't be within the display or available to collect from Doddington Hall – you will need to arrange to collect from one of our other locations.

How do I collect my dragonfly?

We have a number of collection options which will be available when you purchase your dragonfly. These include dates at the St Barnabas Hospice Fundraising office at 12 Cardinal Close, Lincoln, LN2 4SY.

Dates/times are:

- Saturday 3rd October – 11am – 4pm
- Wednesday 7th October – 4pm – 8pm
- Sunday 11th October 11am – 3pm

Alternatively, you can arrange to have your dragonfly posted out to your home address. Dragonflies will be sent out from the first week of October via My Hermes and will require a signature when delivered to you. It costs £4.50 to cover costs of postage and packaging.

All dragonflies appearing in the display at Doddington Hall have been ordered by other supporters so there aren't collections available from here.

Do I need to book a time in to collect my dragonfly?

Yes – once you have donated for your dragonfly you will be redirected to book a collection time at your chosen venue and date.

Will there be COVID-19 safety measures in place when I collect my dragonfly?

Yes, at each collection venue we will have a number of safety measures to keep you safe when picking up your dragonfly. Full details of measures are available on our website and will be emailed to you once you have booked in your collection time.

What do I need to bring with me to collect my dragonfly?

To collect your dragonfly, you MUST bring written confirmation of your dragonfly order. This will have been posted to you when you initially ordered your dragonfly. If you don't bring this letter as proof of purchase then we will be unable to issue you with a dragonfly. If you need a copy of this confirmation sending again, please contact us on 01522 540 300.

Can I pick up someone else's dragonfly?

Yes, as long as you have their printed confirmation letter you will be able to pick up someone else's dragonfly. You will be unable to pick up their dragonfly without this confirmation letter.

Will my loved one's name appear on my dragonfly?

No, we are unable to include names on each dragonfly. Every single dragonfly is handmade by Stefanos, the wonderful blacksmith from the Old Smithy Forge. Unfortunately, it would be impossible for him to hand carve names onto the ironwork dragonflies because of the lengthy production process.

The display

Where and when can I see the display?

The dragonfly display will be available to view at Doddington Hall Gardens from Saturday 12th – Friday 25th September during visiting hours of 10am – 4pm.

Will I get to view the display for free if I have bought a dragonfly?

Yes – once you have bought a dragonfly you will receive a voucher in the post along with your confirmation to allow you and a guest to visit the gardens at Doddington Hall free of charge. On receipt of this voucher, please book the day you will be visiting at www.doddingtonhall.com/event/dragonfly.

Please note access to the Hall or any additional guests must be paid for and booked through the Doddington Hall website www.doddingtonhall.com/event/dragonfly.

Do I need to book in a date to visit the dragonfly display?

Over 2,000 people have now ordered dragonflies so to ensure safety you will need to book a day to go and visit your dragonfly at Doddington Hall.

To arrange this go to the Doddington website <https://www.doddingtonhall.com/event/dragonfly/>
On the booking form you will have the option to select a St Barnabas voucher so you can claim free entry for you and a guest. You will need to purchase a ticket for any additional guests or access to the main Hall.

Can I come and see the display on Saturday 26th and Sunday 27th September?

We are recommending that people come and see the display prior to these dates as from the Saturday we will start dismantling the display as people will be collecting dragonflies from here. You will be able to see the display in full prior to these dates.

Will my visit be COVID-19 safe?

Yes, we have worked with Doddington Hall to put in place one-way systems and safety measures throughout the display. Further details on safety measures can be viewed at www.stbarnabashospice.co.uk/dragonfly

Twilight Tours

What are the Twilight Tours?

Twilight Tours are a unique opportunity to see the dragonfly display lit up in the evening. You will be guided around the gardens at twilight and hear the story of the dragonfly before finally seeing the display light up.

When are the Twilight Tours due to take place?

Twilight Tours are due to run on the following dates/times. To book and find out more please go to www.stbarnabashospice.co.uk/dragonfly

Wednesday 16th September 2020

18:30pm for a 18:40pm set off

18:45pm for a 18:55pm set off

19:00pm for a 19:10pm set off

19:15pm for a 19:20pm set off

Complete by 20:15pm

Friday 18th September 2020

18:30pm for a 18:40pm set off

18:45pm for a 18:55pm set off

19:00pm for a 19:10pm set off

19:15pm for a 19:20pm set off

Complete by 20:15pm

Friday 25th September 2020

18:30pm for a 18:40pm set off

18:45pm for a 18:55pm set off

19:00pm for a 19:10pm set off

19:15pm for a 19:20pm set off

Complete by 20:15pm

What's the cost of the Twilight Tour?

The cost of a Twilight Tour is £10 per adult and £5 per child. Tickets can be booked at www.stbarnabashospice.co.uk/dragonfly or over the phone with a member of the Supporter Care team.

Are the Twilight Tours safe?

Yes – we have staggered timings and sessions for people to attend their tour and there will be a limited number of people on each tour.

Full safety measures will be outlined and emailed to you following your booking.