

Frequently Asked Questions

Due to Covid 19, we are implementing safety protocols to keep you and your family safe, while still providing you with a wonderfully magical experience to remember!

For 2020, we are offering a contactless in-person Santa experience. All visits with Santa, will be by appointment only. Answers to our frequently asked questions are below:

Q: What exactly is a contactless in-person experience?

A: Please note, there will be no physical contact with Santa this year. This includes sitting on Santa's lap, hugging Santa, etc. Parents, we ask that you please have this discussion with your children prior to arrival so that your children know what to expect.

Q: Is my family required to wear a mask?

A: Yes, we ask that everyone to wear a mask before, during, and after photos.

Q: How will the photos look?

A: Santa's photographer elves have great ideas for capturing enchanting photos while keeping families healthy and safe. The set will have modifications this year so Santa and his guests can be at a CDC recommended distance, which will still allow for fun and memorable photos.

Q: Where is Santa located?

A: Santa will be located inside his sleigh, in Promotional Court just down the escalator from the Food Court.

Q: Why are visits with Santa by appointment only?

A: Appointments are truly the best way to offer a relaxed and stress-free experience for all visitors. In addition, advance appointments will help with social distancing.

Q: How does the booking system work?

A: Available times will be displayed on your screen. Choose the time that works best for your family and follow the instructions to complete the booking process. You will receive an email confirmation as well as a reminder the day before your appointment.

Q: What do I do when I arrive for my appointment?

A: Check in with the host. We have arranged to have social distanced areas for each family to move through the process.

Q: Can I just show up and wait in line to see Santa?

A: All visits with Santa are by appointment only. However, if you are at the mall, you can stop by the set, scan a QR code on a sign near the entrance and book an appointment time if one is available.

Q: Is there a cost to make an appointment with Santa?

A: The appointment booking portal requires a \$20 deposit for the contactless in-person experience. Your deposit includes your special time with Santa and \$25 credit towards any digital photo purchase. Please note: There is no cash back at the photo set.

Q: What if I need to change my appointment after I book?

A: When you book your appointment, you will create an account in the system. If you need to change your appointment, simply log into your account or use the link in your confirmation email to make the change. Please be sure to log in and change your appointment rather than booking a new appointment. **There will be no refunds for booking multiple appointments.** Keep in mind that you may only rebook your appointment while time slots remain available.

Q: Can I cancel my appointment?

A: There are no refunds or cancellations after you have booked your appointment or if you no-show. You will be able to log in to your account and change your appointment while time slots are available if you do so at least one hour prior to your scheduled appointment.

Q: What if my child gets sick?

A: **Please do not bring your child or any family member that is showing symptoms of illness of any kind.** If your child or any member of your party is sick on the day of their appointment, you may log in to your account and reschedule your appointment **as long as you do so at least one hour prior to your scheduled appointment.** If you do not reschedule at least one hour before your appointment and you no-show, you will not receive a refund. Towards the end of the season, if all appointments are sold out, there may not be an opportunity to reschedule sick children.

Q: When should I arrive for my appointment?

A: We ask that families arrive no more than 5 minutes prior to their scheduled appointment time.

Q: Where do I park?

A: For the most convenient parking, please park in the Gold Deck located on the opposite side of Glenwood Avenue, near the entrance next to Panera Bread.

Q: I booked my appointment, but that time still shows as available on the website. Am I really booked?

A: Yes. This year, we will schedule two families every five minutes. This allows each family double the time of the average Santa visit in other locations and allows us to distance families in the set to keep everyone safe.

Q: Do I need to make an appointment to visit with Santa on Christmas Eve?

A: Yes, all visits with Santa are by appointment only. If your family would like to visit on Christmas Eve, we suggest you book your appointment early, as this date has booked up quickly in years past.

Q: Can we use our personal camera or video recorder when we visit Santa?

A: Yes and no. There are several areas where you may use a cell phone to take selfies prior to your visit with Santa. These areas are clearly marked. The use of personal cameras is prohibited during your visit with Santa.

Q: Can pets visit Santa?

A: Yes, with an appointment. Well behaved, leashed or crated, and people-friendly pets are welcome as part of family photos, or for pet photos with Santa during Pet Day events (Mondays: November 23, 30, December 7 & 14). You do need to make an appointment for your pets through the appointment booking portal.

Q: What gift does Santa give to the children?

A: Santa will not be handing anything to families this year, but special coupons will be available as you exit the Santa experience.

Q: Are there restrooms at the photo area?

A: A family restroom is located behind the Santa Set.

Q: What steps are you taking to make sure that visitors are not exposed to Covid 19?

A: The safety of our guests and staff is top priority. The following processes will be used to keep the photo space clean and safe:

- The set will be thoroughly cleaned twice daily including all common areas and restrooms.
- High touch points such as door handles and counters will be cleaned after each guest.
- Hand sanitizer will be provided in the entrance atrium and photo printing area as well as in the restrooms.
- Families visiting will be distanced as they move through the process.
- The ordering and payment process has been moved to the guest's smart phone to make the process as touchless as possible.
- Staff members will be wearing face coverings.
- All guests must wear face coverings when entering, during, and exiting the set.
- Families will be distanced from Santa during the photo process.