

SANTA'S GROTTO FAQ:

Our Santa's Grotto experience ticket is priced per visit, not per person. One ticket is needed for a family of up to six people.

**Maximum 6 per family*

Does the price of my visit go to charity?

Yes, 100% of all donations will be jointly supporting our charity partners St. Vincent de Paul and the Laura Lynn Foundation.

If I can no longer attend my slot, can I get a refund or swap my date and time?

Tickets are non-refundable or exchangeable. Tickets cannot be changed for a different time or day.

What do I need to bring to my visit with Santa?

Tickets will need to be printed out or displayed on a mobile device.

When do I need to arrive for my visit with Santa?

Please arrive 20 minutes before your appointment time, with your ticket printed, or displayed on your phone.

What do I do if I can't find my ticket?

A valid ticket is required on the day. Tickets will be emailed to the email address you provided when booking. Please check any other email accounts you may have.

What does my visit with Santa include?

Your visit to Santa includes a souvenir badge for each child. A professional photograph of your visit can be purchased at an additional cost.

Will there be more tickets made available?

No more tickets will be made available for this event. Due to extremely high demand, tickets will be sold on a first come, first serve basis.

Is there a wait list for tickets?

There is no waitlist available for Santa's Grotto. As demand is extremely high, tickets are sold on a first come first serve basis.

Does the price of my visit go to charity?

Yes, 100% of all donations will be jointly supporting our charity partners St. Vincent de Paul and the Laura Lynn Foundation

Will there be an opportunity for cancellations/walk-in appointments?

As this is a ticketed event only, there will no opportunity for cancellations/walk-in appointments.