



Frequently Asked Questions

Why do we have to pay ahead of time?

We ask families to pay ahead of time to reserve their spot with Santa and ensure a smooth, enjoyable experience for everyone. Paying in advance helps us manage scheduling, reduce wait times, and guarantee that each family receives the time and attention they deserve. Your reservation also includes a minimum of 5 digital photos to capture the magic of your visit — no extra purchase required.

Can I get more than 5 photos?

Yes! All photos taken during your session with Santa are available to view online. If you would like to download additional photos, you can purchase them individually.

How do I do a walk-up?

If all appointments are booked, you're still welcome to visit Santa as a walk-in guest. Simply stop by the Santa House on a day that works best for you — our team will add your name to the list and text you when it's your turn to see Santa! Please note: Walk-in availability is not guaranteed and depends on the day's foot traffic. For the best chance to visit Santa without a long wait, we recommend coming on a weekday, as weekends tend to be busier.

You can also join our waitlist to be notified when an appointment opens up for you to book. Simply visit our booking page and click "Join the Waitlist."

Where is Santa located and where can I park?

The Santa House is located between Colletta and Oak Steakhouse on 1st Street and Avalon Blvd. There are several convenient parking decks throughout the property — please plan to arrive with ample time to park and walk to the Santa House, as parking can be especially busy during the holiday season. Parking in Avalon lots is complimentary and valet parking is available near the Santa House for \$12.

What if I'm running late?

If you're running late, don't worry — we will still honor your time with Santa! Please note that we can't always guarantee your visit will begin immediately upon arrival, but our team will make sure you're seen as soon as possible.

Can I reschedule or cancel?

All appointments can be rescheduled or canceled up to 48 hours in advance for a full refund. If you need to cancel your appointment, [please contact us](#) here and our team will be happy to assist with your refund.

Is cash accepted?

No, we are a cashless operation. All major credit cards are accepted.

What if all appointments are filled?

We accept walk-ins! Please read our FAQ about walk-ins to learn more about how the process works and what to expect when visiting Santa without an appointment.

How do I make changes to my appointment's information? (if the number of children changes)

To make any adjustments to your information, please contact our support email and they will be able to further assist you with your changes.

Who do I contact if I have questions or issues?

Please [contact us here](#) for any questions or issues!