

# **SANTA FAQ'S**

## **Where is Santa located?**

Santa's Chalet is located at the Macy's Promenade between Bath & Body Works and Pandora and across from Makers & Finders on Festival Plaza Drive.

## **Do I need a reservation?**

Yes, reservations are required for the Santa Chalet photo experience. If you arrive without a reservation, the Santa team will do their best to accommodate however reservations are highly recommended in order to ensure you have a magical experience. Reservations can be made at [summerlin.com/events](http://summerlin.com/events)

## **How much is the Santa photo experience at DTS?**

A visit for up to six family members costs \$35 and includes two (2) 5x7 printed photos, three (3) downloadable digital images with copyright release.

## **Can I make a reservation at the Santa Chalet?**

The Santa team can assist in making online reservations for a future visit however it is best to make your reservation online prior to your preferred date and time.

## **Who do I contact if I am having issues making a reservation for Santa?**

You can email support at [downtownsummerlin@friendlysky.com](mailto:downtownsummerlin@friendlysky.com) for assistance.

## **When can I bring my pet for a photo with Santa?**

Santa offers photos with pets every Tuesday through December 21st between 4 and 8 PM. Reservations required.

## **Is there a Sensory Sensitive Santa Experience available?**

Yes, DTS will offer a Sensory Sensitive Santa Experience on Saturday, Dec. 10 from 10 AM – 12 PM for those with special needs. The experience will provide a supportive environment eliminating long lines, bright lights and loud noises that can trigger sensory sensitivities for someone on the spectrum.

## **What if I need to cancel or change an existing reservation?**

If you need to reschedule your photo experience, please email [downtownsummerlin@friendlysky.com](mailto:downtownsummerlin@friendlysky.com) within 24 hours of your original reservation. Rescheduling is available where space permits. Due to the limited availability, refunds due to cancellation are not offered less than 72 hours before the date/time of your reservation. Please allow 7-10 business days for refunds to be processed if the photo experience is canceled 72+ hours before your scheduled reservation.

## **What if I do not show up to my reservation or running late?**

There are no refunds if you no-show at your specified reservation date and time. If you are running late the Santa team will do their best to accommodate however you are not guaranteed that a future reservation for Santa is available that same day.

## **Where should I park?**

Downtown Summerlin has numerous parking options including surface lots, streetside parking, valet and garages throughout the entire center.