

12 Days of Santa Photos

Frequently Asked Questions

Due to COVID-19, there will be changes to our operation this year to incorporate safety protocols. Our goal is to provide your family with a wonderful experience!

Q: What is a contactless in-person experience?

A: Children will have no physical contact with Santa. Santa will still be in the photos and will still be able to chat with the children and hear their wishes, but there will be no physical contact. 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 everyone knows exactly what to expect.

Q: Is my family required to wear a mask?

A: Yes, we ask that everyone over the age of 2 wear a mask before and after photos. You may choose to remove the mask(s) for the photos or keep them on – or do some of each. If you choose to remove the mask(s) for photos, the mask(s) will need to go back on once the photos have been taken.

Q: How will the photos look?

A: This year, Santa's photographer has some great ideas for getting magical photos – while still keeping everyone safe. The set will have modifications with a plexiglass barrier in place to allow for safe distances between yourself and Santa.

Q: Where is the Santa located at Waterfront?

A: Santa Photos at Waterfront will be located [in Town Center in the space between Carhartt and The Children's Place].

Q: Do I need to make an appointment to visit with Santa this year?

A: Yes, we are requiring reservations to see Santa in order to keep proper social distance.

Q: Why are visits with Santa by appointment only?

A: Appointments are truly the best way to offer a relaxed, stress-free experience for all visitors. In addition, this year's appointments will help us keep families socially distanced and our guests and staff safe during the experience.

Q: When should I arrive for my appointment?

A: We ask that families arrive no more than 10 minutes prior to their scheduled appointment time.

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: 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 and do so or use the link in your confirmation email to do so. 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 and only one hour prior to your 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. **Day of must be at least one hour prior to your scheduled appointment.** If you do not reschedule at least one hour before your appointment and no-show, refunds are not available. Toward the end of the season, if all appointments are sold out, there may not be an opportunity to reschedule sick children.

Q: How does the booking system work?

A: Simply visit the WaterfrontPGH website at <https://www.waterfrontpgh.com/sale/plan-your-photos-with-santa/> and follow the link to book your reservation. Available times will be displayed on your screen. Choose the time that works best for your family and follow instructions to complete the booking process. You will receive an email confirmation and a reminder the day before your appointment.

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

A: Your visit with Santa, a printed and digital copy of your photo, is a \$5 fee per reservation. This \$5 donation fee will benefit [Beverly's Birthdays Charity](#). For in-person "Safer Santa" visit, your deposit includes your special time with Santa, a printed photo on the spot and a digital photo that you will receive via email. **There are no cash refunds available at 12 Days of Santa Photos.**

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

A: All visits with Santa are by appointment only this season.

Q: Can I make an appointment at the photo set?

A: All appointments must be made in advance online.

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

A: Yes. This year, we will schedule three families every 15 minutes. This allows us to distance families in the set to keep everyone safe.

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

A: Yes, guests may use their own personal camera or video recorder.

Frequently Asked Questions (continued)

Q: Can pets visit Santa?

A: Yes, Waterfront will still have pet visits with an appointment. Well-behaved, leashed or crated and people-friendly pets are welcome. Appointments are necessary and can be made through the appointment booking portal.

Q: Are there restrooms at or near the photo area?

A: Yes, there are public restrooms across from the pedestrian bridge, right past the Security Office.

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 regularly.
- Hand sanitizer will be provided at the entrance as well as in the restrooms.
- Families visiting will be distanced as they move through the process.
- Staff members will be wearing masks.
- All guests over the age of 2 should wear masks when entering and exiting the set.
- Families will be distanced from Santa during the photo process.