

Bunny Visits & Photos at The Waterfront Frequently Asked Questions

Q: Where is the Bunny located at Waterfront?

A: Bunny Photos at Waterfront will be located in Town Center next to The Children's Place.

Q: Do I need to purchase a ticket/make a reservation to visit with the Bunny this year?

A: Yes, we are requiring reservations to see the Bunny to ensure enough time and space for each group to move through the photo area.

Q: How does Eventbrite & the booking system work?

A: Simply visit the WaterfrontPGH website [HERE](#) and follow the link to book your reservation through Eventbrite. 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.

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

A: Yes, there is a \$5 reservation fee (donation) per reservation plus Eventbrite processing fees. Your \$5 donation will benefit [Jeremiah's Place](#). Your reservation fee includes your special time with the Bunny, one printed photo after your Bunny Photo visit, and the digital files of each of your photos (that you will receive within about 48 hours via the email you provided when you made your reservation). There are no cash refunds available at Bunny Photos at The Waterfront.

Q: Why do you require a reservation/ticket for visits & photos with the Bunny?

A: Tickets/Reservations are truly the best way to offer a relaxed, stress-free and safe experience for all visitors and to avoid long lines or wait times.

Q: When should I arrive for my appointment?

A: We ask that families arrive no more than 10 minutes prior to their scheduled reservation time. When you arrive, check-in with the Host and show your printed (or a screenshot) of your reservation.

Q: I have multiple family members that I want in the photo; do I need more than one reservation?

A: Each family or group needs only one reservation and will receive one digitally printed photo per reservation. If you'd like multiple shot groupings and/or more than one printed photo then we'd suggest making two reservations at the same time to accommodate the additional poses and printouts. Note: ALL your digital images will be emailed to you within 48 hours.

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

A: Reservations must be made in advance online, however The Waterfront staff will welcome and do their best to accommodate "walk-ins" up to 30 minutes of the last time slot (4:30 for Saturdays/Sundays, and 7:30 for Wednesdays). Your reservation fee will be collected at the door.

Bunny Photos Frequently Asked Questions continued.

Q: What if I missed my appointment?

A: There are no refunds if you no-show. Up to one hour prior to your appointment, you will be able to log in to your account and transfer your reservation to another available time slot. If due to an emergency or unforeseen dire circumstance, you are unable to re-book to an available time, refunds are managed on a case-per-case basis. Please email the event organizer through Eventbrite.

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 Eventbrite system. If you need to change your appointment, simply log into your account and use the link in your confirmation email to do so. Please be sure to log in and change your appointment/reservation time rather than booking a new one first to avoid duplicate transactions. Keep in mind that you may only transfer your reservation BEFORE your appointment time. From [Eventbrite help](#):

- [Log into your Eventbrite Account, Go to Tickets & select your order.](#)
- [Click transfer & review the transfer Summary.](#)
- [Choose "Continue Transfer & enter your registration information.](#)
- [Click "Place Order. Eventbrite will email you a new confirmation.](#)

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 eight families every 15 minutes.

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

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

Q: Can pets visit the Bunny?

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 Eventbrite 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 if my child or any member of my group are sick at the time of our reservation?

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 (up until your appointment time Eventbrite will allow transfer to another available time slot).