



THE WATERFRONT

12 Days of Santa Photos Frequently Asked Questions

Q: Where is Santa located at The Waterfront?

A: Santa Photos at Waterfront will be located in Town Center next to Carhartt.

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

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

Q: Why are visits with Santa by appointment only?

A: Appointments are truly the best way to offer a relaxed, stress-free, and safe experience for all visitors.

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

A: Yes, there is a \$5 fee per reservation. This \$5 donation fee will benefit Jeremiah's Place. Your reservation fee includes your special time with Santa, one printed photo after your Santa 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 12 Days of Santa Photos.

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: I have a large family; 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 (Note: all your photos will be emailed to you within about 48 hours). If you'd like multiple grouping and printed photos, we'd suggest making two reservations at the same time to accommodate the additional poses and printouts.

Q: What do I do when I arrive for my appointment?

A: Check in with the Host and provide your printed ticket or a screenshot of your confirmation. We have arranged to have enough space 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 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 rather than booking a new appointment. Keep in mind that you may only rebook your appointment while time slots remain available.

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 change your appointment while time slots are available. 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. There are no refunds after the event has ended.

Q: How does the booking system work?

A: Simply visit The Waterfront 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: Can I just show up and wait in line to see Santa?

A: All appointments must be made online in advance, however, the staff at the photo venue will always try to accommodate walk-ins. Walk-ins will be able to pay the required reservation fee at that time.

Q: I booked my appointment, but that time still shows as available. 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 Santa?

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

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 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: Are masks required?

A: Masks are not required for Santa Photos at The Waterfront; however, you may wear masks if you choose.

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 to another available time. Toward the end of the season, if all appointments are sold out, there may not be an opportunity to reschedule sick children.