2026 VISITS WITH SANTA - FAQs - CF RIDEAU CENTRE

When do tickets go on sale?
Tickets will go on sale on Monday, November 2nd for our CF Insider subscribers. To be one of the first to receive the latest updates on all our holiday programming, including Santa visits, please visit our website and sign-up for the CF Insider newsletter. The sign-up button is located in the top right-hand corner of our website.

Any remaining tickets will go on sale on Tuesday, November 3rd. To purchase your ticket, please visit our website and click on 'Visits with Santa'.

What age is *'A CF visit with Santa'* intended for?
Visits with Santa are intended for guests of all ages.

My friend received early access to purchase her ticket. How come I didn't? How do I get on the list for next year?
CF Insiders received early access to purchase tickets for their visit with Santa. To get on the list for next year, and to receive updates about all of our unique offerings and experiences year-round, please sign up to be a CF Insider through our website. The sign-up button is located in the top right-hand corner of our website.

I am a CF Insider but I was not able to secure a ticket. Why?
Early access tickets for CF Insiders are available on a first-come, first-served basis and unfortunately, cannot be guaranteed. Please continue to check the website as some time slots may become available due to cancellations.

What is the cutoff to register to be a CF insider in order to get early access to purchase tickets?
To ensure you get your CF Insider email on November 2 with early access to tickets, please sign up before 11:59 PM November 1st.

Do you need to be a CF Insider to book a reservation?
No, however we encourage you to sign up for the newsletter to receive timely details about our upcoming holiday offerings.

What is the schedule for visits with Santa?
Visits with Santa take place from Friday, November 13th to Wednesday, December 23rd, on Thursday to Sunday only, with the exception of Dec 21st to 23rd (by reservation only). Please visit our website for Santa's hours of operation.

Why was Santa's schedule changed and time slots available decreased?

2026 VISITS WITH SANTA - FAQs - CF RIDEAU CENTRE

Based on attendance from previous years, we noticed that the beginning of the week tends to be much quieter. To better accommodate the demographics and busy schedules of our downtown guests, we have adjusted our Visits with Santa schedule to operate from Thursday to Sunday.

How much is the Visits with Santa experience?
There is a mandatory $5 fee to reserve a spot, with 100% of proceeds donated to Big Brothers Big Sisters of Canada, you'll get your dedicated 5-minute visit with Santa and unlimited captures with your own device.

Why are tickets only available online?
We listened to our guests and understand the lengthy time involved in standing in line. With everyone leading such busy lives, online ticket sales makes the process easier and more convenient for our guests.

Can I visit Santa without a reservation?
Visits with Santa are by reservation only. To purchase your ticket, please visit our website and click on Visits with Santa.

Can I make a reservation when I'm at the mall?
We strongly encourage you to make your reservation prior to your visit to avoid disappointment and ensure your booking with Santa.

How many people can I bring for my visit with Santa?
This is entirely up to you as you have full control of your pictures. We do recommend that your group size is limited to 6 people to make the most of your 5 minutes with Santa as a bigger group won't allow you for more time.

Can I book more than one reservation to visit with Santa?
Reservations are limited to one per email address.

How do I book a visit with Santa?
To purchase your ticket, please visit our website and click on Visits with Santa.

Where is my reservation confirmation?
After booking your visit with Santa, you will receive a confirmation email with your reservation details. Please check your junk or spam email folders if you don't see an email from us. If you don't see a confirmation email from us in your inbox, spam or junk folders, please contact tickets@cadillacfairview.com.

Can I cancel my reservation and get a refund?

2026 VISITS WITH SANTA - FAQs - CF RIDEAU CENTRE

To receive a full refund, cancellations must be made 24-hours or more before your reservation date and time. A refund will be issued within 2-7 business days.

Any cancellation made less than 24-hours before your reservation date and time will not be refunded. To cancel your reservation, please check your confirmation email. There is a link in the confirmation email which will take you to the appropriate website page to cancel your reservation.

Can I reschedule my visit?
Changes to your reservation can only be made 24 hours or more before your original reservation date and time. Please note that we cannot guarantee that time slots will be available should you decide to reschedule your visit.

I keep trying to book a visit with Santa but all the time slots are sold out. Will you be adding more time slots?
Unfortunately we will not be able to add more time slots. Please continue to check the website as some time slots may become available due to cancellations.

Where is Santa located in the mall?
The new Santa experience is located on the 3rd floor, in front of the Imaginaire store. You can easily find it on digital directories on site.

How early should I arrive?
Please arrive at your scheduled reservation time. Late arrival accommodations cannot be guaranteed.

How long is my visit with Santa?
Each visit is approximately 5 minutes long.

Why are the time slots listed in 15-minute increments on the ticketing platform?
We are booking 3 families in every 15-minute time slot. Each family will have approximately 5 minutes to visit with Santa and take as many pictures as they want.

I am booking a ticket online and it says 'Groups' next to the time slot. What does this mean?
We book 3 families in every 15-minute time slot. Each family will have approximately 5 minutes to visit with Santa and have their photos taken.

What do I need to bring with me for my visit with Santa?
Please bring your confirmation email with you as your confirmed ticket to check in for your visit with Santa. Kindly arrive at your scheduled reservation time. Also plan to have a device to take pictures as no professional cameras will be available during your visit.

Will my child be sitting on Santa's knee or near Santa?

2026 VISITS WITH SANTA - FAQs - CF RIDEAU CENTRE

Santa will be sitting in an oversized chair with room for visitors to sit next to him. Or you can stand next to the chair if you'd prefer to maintain more distance.

What company is managing the photos this season?
None. Our staff on site can take pictures using your own devices.

Can I use my personal camera to take a photo?
Yes, personal photography is highly encouraged as it's the only photography available during your reservation.

Will there be pet photos this year?
No, unfortunately we will not be offering pet photos this year.

Will there be storytime live with Santa on Facebook this year?
No, we're focused on our in-mall Santa experience this year.

I can no longer attend my scheduled visit with Santa. Can I transfer my ticket to someone else?
Unfortunately tickets cannot be transferred to someone else. If you need to cancel your visit, cancellations must be made 24-hours or more before your reservation date and time in order to receive a refund.

I can no longer attend my visit with Santa at my scheduled time. Can I arrive later in the day for my visit?
We ask that you please arrive at your scheduled reservation time. Late arrival accommodations cannot be guaranteed.

I booked the wrong CF location for my visit with Santa. Can I change my ticket to another mall?
Unfortunately tickets cannot be transferred to another mall. If you need to cancel your visit, cancellations must be made 24-hours or more before your reservation date and time in order to receive a refund. You are welcome to book another visit at your preferred CF location, however we cannot guarantee that time slots will be available.

I booked the wrong date/time for my visit. Can I reschedule my visit with Santa?
To reschedule your visit with Santa, please check your confirmation email. There is a link in the confirmation email which will take you to the appropriate website page to modify your reservation. Modifications must be made 24-hours or more before the date and time of your original reservation. Please note we cannot guarantee that other time slots will be available.

Can I bring my service/support dog to my visit with Santa?
We recommend you check with our on-site team when checking in for your visit to make sure Santa is comfortable with your service/support dog. Usually Santa is okay with this,

as long as someone is holding the dog. However, best to check in with the team upon arrival to be sure.

Why are visits not available on Christmas Eve/December 24th this year?
We are ending our Visits with Santa experience on Wednesday, December 23rd this year to allow Santa enough time to get back to the North Pole for Christmas Eve.