2026 VISITS WITH SANTA - FAQs

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 and are by reservation only. Please visit our website for Santa's hours of operation.

How much are photos with Santa?
There is a mandatory $17.50 fee that includes your visit and 5 digital photos that will be sent to you right away via SMS and/or email and can be downloaded at your own convenience.

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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?
To ensure we capture everyone in your photo, it is recommended that your group size is limited to 6 people.

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?
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.

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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?
Please visit your preferred CF shopping centre website to find directions to Santa's location in the mall.

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 have their photos taken.

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.

Will my child be sitting on Santa's knee or near Santa?
Santa will be sitting in an oversized chair with room for visitors to sit next to him. There will also be small stools next to Santa's chair or you can stand next to the chair if you'd prefer to maintain more distance.

What company is managing the photos this season?
We will be working with Page Activations Inc. for photography this holiday season.

How long will it take to get my digital photos?
You will receive your photos via SMS and/or email within a few seconds after the photos are taken. However, this may take longer depending on factors beyond our control (i.e. slow internet connection). Our team will ask you to confirm you have received your photos via email before you leave the Santa set.

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You can download your photos to any connected device such as a cell phone, tablet or personal computer. The photo files are full resolution and can easily be used to print up to a 8” x 10” photo.

Who do I contact if I cannot find my photos or I am experiencing issues with my photos after my visit?
Please contact cfholidaysupport@cadillacfairview.com for any inquiries specific to your photos.

Can I get printed photos at the Santa set?
Yes. You will have the option to print photos at the Santa Set for an extra cost. You will receive one 4” x 6” print and all digital photos for $10.00.

Can I view my photos before I leave?
Yes, you may view your photos before leaving.

What if I don’t like my photos? Can I request a retake?
Yes, you can request a retake. We kindly ask that any retakes be done within your 5-minute timeframe.

How long does the photographer keep the photos?
All photos are retained until February 28, 2027 as a back up should any customers misplace their photos. After February 28, 2027, all photos will be permanently deleted.

Can I use my personal camera to take a photo?
Yes, personal photography is permitted with 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.

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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.

Visitor Counter Device
To better understand customer engagement with the Letters to Santa station and Advent-themed photo backdrop, a battery-operated "*Visitor Counter Device*" has been installed at the back of the Santa set. The system features a transmitter and receiver mounted on opposite sides of the fence, connected by an invisible infrared beam. The counter increments automatically whenever a visitor passes through the beam. Please note that this device operates offline without an internet connection and does not collect any personal customer data.