2026 VISITS WITH MRS. CLAUS - FAQs - English

Where will Mrs. Claus be located?
Mrs. Claus will be roaming the shopping centre and stopping in front of some of the holiday decor pieces. There will be a special floor decal and signs to indicate where she will be.

Can we take a picture with Mrs. Claus?
Yes, you absolutely can! This experience is designed to provide our shoppers with a memorable experience where they can capture wonderful moments with Mrs. Claus. While she's moving around the event, her focus will be on greeting everyone, but photos are encouraged.

Is there a professional photographer on site?
No, we encourage you to use your personal phone or camera to take pictures, so you have instant access to your cherished memories. Our Brand Ambassadors will be happy to help you get a great shot!

Can I view my photos before I leave?
Yes, you can! We encourage you to quickly review your photos right after they're taken to make sure you're happy with them before you leave.

How long do we have with Mrs. Claus?
Each family will have up to 5 minutes with Mrs. Claus. This time allows for conversation, questions and photos.

How many people can I bring for my visit at the station?
You're welcome to bring as many family members or friends as you like to share in the magic! Please keep in mind that your visit with Mrs. Claus will be for a maximum of 5 minutes.

What do I need to bring with me for my visit with Mrs Claus?
Just bring your charged phone for pictures and/or cameras, your biggest smiles, and all your holiday spirit! That's all you'll need for a wonderful visit.

Is there a cost to meet Mrs. Claus?
There is no cost.

2026 VISITS WITH MRS. CLAUS - FAQs - English

Can we reserve a time slot, or is it first-come, first-served?
No, time slots cannot be reserved. To ensure everyone has a chance to meet Mrs. Claus, it will be on a first-come, first-served basis.

What's the estimated wait time?
We don't have an exact estimated wait time, however, we're focused on keeping the line moving efficiently and minimizing wait times for you!