2026 North Pole Hotline - FAQs

What is the North Pole Hotline?
A phone booth experience where guests receive a special message from Santa, Mrs. Claus, or an Elf and receive a free holiday photo print.

How much does it cost?
It is completely free!

Where can I buy tickets?
No ticket is needed. It is first-come, first-served.

Do you accept walk-ins?
Yes, all visits are first-come, first-served.

Is a photo included?
Yes! A surprise photo prints directly inside the booth at the end of your call.

Can I use my own phone camera?
Yes, feel free to take photos and videos while enjoying the experience!

How long does each visit take?
Each call and photo moment takes approximately 1-2 minutes.

What are the operating hours?
Monday to Saturday from 11:00 am to 8:00 pm.
Sunday from 10:00 am to 6:00 pm (10:00 am to 7:00 pm starting November 29).

Is the experience accessible?
Yes, the activation is fully accessible for all guests.

Who can help me on site?
Look for our CF Brand Ambassadors located right by the booth!