

Frequently Asked Questions (FAQs)

What is the Holiday Tree Portraits experience?

CF Holiday Tree Portraits is a professional photo service that captures high-quality photos of you and your loved ones in front of the iconic 114-foot Christmas tree at CF Toronto Eaton Centre. The service uses professional cameras and lighting to ensure your photos look fantastic.

Where is the Holiday Tree Portraits experience located?

You'll find us on **Level 3** of CF Toronto Eaton Centre, in the sectioned-off area in front of the glass railing, between Michael Kors and European Jewelers.

When does the experience run?

The experience is available from **November 14 to December 23**. Our hours are:

- **Monday to Friday:** 1:00 PM to 6:00 PM
- **Saturday and Sunday:** 12:00 PM to 7:00 PM

When do the tickets go on sale?

Tickets will go on sale on **Thursday, November 6th for our CF Insider subscribers**. To be one of the first to receive the latest updates on all our holiday programming, 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 Friday, November 7th**. To purchase your ticket, please visit our website and click on 'Holiday Tree Portraits'.

How much does a Holiday Tree Portrait cost?

A session costs **\$10** and includes two professional, digital photos. You also have the option to purchase a printed 4x6 photo for **\$8**.

How do I get my photos?

After your session, your photos will be sent to you instantly via SMS or email. If you've also opted to also print your photo, it will be printed on-the-spot for you to take home.

How do I book a timeslot?

You can either sign up for a timeslot in advance online or simply walk up to the area during our operating hours. To purchase your timeslot, please visit our website and click on Holiday Tree Portraits.

I am a CF Insider but I was not able to secure a ticket. Why?

CF TEC Holiday Tree Portraits | 2025

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.

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.

Do I need to book this online in advance of my visit?

No, walk-ups and on-site payment will be available; however, we strongly encourage you to book in advance to avoid long queues and waiting.

How many people can fit in the Holiday Tree Portrait?

To ensure we capture everyone in your photo, it is recommended that your group size is limited to 8 people.

Can I book more than one reservation?

Reservations are limited to one per email address.

Where is my reservation confirmation?

After booking your Holiday Tree Portrait timeslot, 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.

How early should I arrive?

Please arrive at your scheduled reservation time. Late arrival accommodations cannot be guaranteed.

How long does each Holiday Tree portrait session last?

CF TEC Holiday Tree Portraits | 2025

Each visit is approximately 5 minutes long.

What do I need to bring with me for my Holiday Tree Portrait?

Please bring your confirmation email with you as your confirmed ticket to check in for your Holiday Tree Portrait. Kindly arrive at your scheduled reservation time.

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 (e.g. slow internet connection). Our team will ask you to confirm you have received your photos via email before you leave your Holiday Tree Portrait session.

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.

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, 2026 as a back up should any customers misplace their photos. After February 28, 2026, all photos will be permanently deleted.

Can I use my personal camera to take a photo?

Yes, personal photography is permitted with your reservation.

I can no longer attend my scheduled session. Can I transfer my reservation 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.