

FAQs

How will I receive confirmation of booking?

The site will email you a booking reference once you complete your booking. Please bring this booking with you on your phone and present to the check in desk at the North pole post office on level 3.

What if I don't receive my booking email?

Please arrive with your Name, Address, Phone Number and Email address and we will be able to locate your booking.

What time should I arrive for my booking?

Please only arrive 5 minutes prior to your booking time.

Can I change the time or detail of my booking after I have placed it?

No changes can be made to the booking once it is complete.

What happens if I turn up late for my booking?

Late bookings are not entitled to a refund. However, we will accommodate where possible.

Where do I pay for and collect my Photographs, Christmas Baubles etc?

Photos and all merchandise are paid on the day at the North Pole Post office/ check in desk. Your pictures will be ready for you as you leave the grotto

What is your mask wearing policy?

All of the elves and Santa will be wearing masks or screens.

Grotto visitors aged 13 and upwards are required to wear a face covering for indoor retail in line with government direction.

Face masks/coverings are recommended for children aged 9 years and over

Do I need to be vaccinated to attend the grotto?

No you do not need to be vaccinated to attend the grotto.

Is there Wheelchair and Buggy access?

Yes the grotto has access for customers with child's buggies and our customers with special needs.

What happens if the Government lock down again due to Covid?

You will be entitled to a full refund if this happens.

What do I do if I am experiencing Covid 19 Symptoms?

Please do not attend the grotto if you are experiencing Covid symptoms