

Santa's Chalet

FAQ



1. Will guests be able to interact and sit with Santa?

The experience at the Chalet will be taking into consideration social distancing so guests will be able to see Santa from his Chalet where guests will be sitting on Santa's Sleigh.

2. How long is the visit, what is the cost and what is included?

The visit is 6 minutes long to interact with Santa and take photos. The experience includes ALL digital photos emailed to you, a sweet treat of cotton candy for all guests, digital takeaways from attractions coupons to activity sheets and a cookie voucher that can be redeemed at Cookies by George for the little ones. The experience is \$39+GST.

3. Are video and camera photos allowed from guest phones?

Yes, photos and video of the interaction from the experience can be taken from guest phones.

4. How do I get photo prints?

Photo prints can be purchased at either WEM Guest Services locations in the mall, located by Entrance 8 near Galaxyland or by Santa Maria for \$19+GST / 8x10 print.

5. Are bookings available in person?

Tickets must be booked online to ensure there is a secure spot for your magical visit. Please contact Guest Services at 780-444-5321 for more information. *To book your tickets visit wem.ca/tickets*

6. Where is Santa's Chalet located?

Santa's Chalet is located on Level One, Phase I near Hudson's Bay and Winners. The closest entrance is 32. Guests will be asked to arrive 15 minutes before their session to stand in the marked lineup queue.

7. Do guests have to wear masks at the Chalet at all times?

Masks are required for the duration when guests are lining up in queue and inside The Chalet. Guests may remove them momentarily for the photographer as long as they remain within their socially distanced area markers.

COVID Protocols

- Sanitizer stations
- Ground markings and directional signage
- All touchpoints and Santa's Sleigh will be sanitized after each visit

