



Season's Greetings!

We are thrilled to welcome you and your loved ones to our center this holiday season! While COVID-19 has presented a number of uncertainties, we want to assure you that one thing will not change: the tradition of visiting and taking photos with Santa.

Much like Santa's elves, we have been working around the clock to bring the magic of the holidays to life. We're sure you have questions about how we're going to carry out this beloved tradition, and we want you to know that our highest priority is doing so in the safest way possible. In order to ensure safety for our guests, things will look a little different than in years past. Here's what you'll notice:



Santa's still coming to town this year, however visits will be contactless. This is one of the biggest changes, however children and their families will still be able to share their holiday wish lists and take photos to cherish for years to come. Additional props will be included to encourage a safe distance between Santa and his visitors.



Based on local mandate, Santa and your family will be asked to wear masks during your visit. This does include the photo portion of the visit. We suggest getting creative with this by wearing seasonal masks or coming up with new fun poses.



To ensure your spot on the Nice List, make a reservation ahead of your visits with Santa this year. Please visit our website for availability.



Santa and his elves need to stay healthy ahead of Christmas Eve, so we're requiring daily health and temperature checks for all staff. Additionally, hand sanitizers will be available for use at the entrance and exit of the set. There is no place for germs at The North Pole!



To make Santa's set shine like a holiday bell, we've hired additional cleaning crew to keep everything sanitized. In addition to daily cleanings, high-touch areas will be sanitized throughout the day.



If you're not comfortable visiting Santa in-person, we are offering a magical virtual experience through our friends at Jingle Ring. Visits are completely live and can be joined from multiple devices, allowing for grandparents, aunts and uncles, cousins, and even Mrs. Claus to join in on the fun! Bookings are now open for this experience at www.ExperienceJingleRing.com.

Welcoming our littlest guests and their families to the mall to partake in holiday traditions is truly the highlight of our year. In a time where so many of us are seeking a sense of normalcy, we are grateful for the opportunity to continue to offer this experience. It is our hope that Santa's presence will help to spread holiday cheer throughout the community, and we look forward to seeing you in-person and virtually this holiday season.

We so appreciate your patience, understanding, and ongoing support as we navigate the coming weeks. Once again, our highest priority is the health and safety of those who walk through our doors. Should you have any questions, please feel free to reach out via our Facebook page.

Warmest regards,

YOUR MALL MANAGEMENT TEAM

