



## FREQUENTLY ASKED QUESTIONS

Perenoelrdv.com

Shopping centers

*with digital photography services only*

### Questions and answers for parents

Updated on October 3, 2024

Below you'll find answers to your questions about meeting Santa from the appointment platform at your shopping center.

If you have any further questions, don't hesitate to ask your center's customer service department or the kingdom's elves. They'll be happy to help.

#### *Do I absolutely have to reserve a place to meet Santa?*

We strongly recommend that you reserve your place to facilitate your visit with Santa. You can also go directly to your center and ask the kingdom's elves to reserve a place for you among those still available.

#### *How can I find out when Santa is available?*

By going to the appointment platform and reserving your place, you'll be able to view Santa's availability. You can then choose the date and time that suits you best. Please note, however, that places are limited and we cannot guarantee the availability of your desired slot. We may also close the kingdom without notice in the event of force majeure. If this is the case, rest assured that you will receive an e-mail informing you that your appointment has had to be cancelled.

#### *Are appointments only available per family?*

In fact, meetings with Santa Claus are offered for families only. You'll need to register your children individually, and then choose to reserve a family meeting when you book your appointment. Only one family photo will be available. Please note, however, that the duration of the appointment is the same for everyone, even if there are several children at the same time slot. Please allow 5 minutes per family.

#### *Is it possible to meet an English-speaking Santa Claus?*

Santa's appointment platform is available in English and French. However, if you would like your child to chat with an English-speaking Santa, please check with your selected shopping center to see if the service is available in both languages.

#### *Will we receive a message to remind us when our appointment is?*

The elves have thought of everything to make sure you don't miss your appointment with Santa Claus! 24 hours before your appointment, they'll send you an e-mail and a text message to remind you of the date and time of this magical moment.



### *What if we can't make our appointment?*

If you are unable to keep your appointment, you will need to cancel it by clicking on "My appointments / Cancel my appointment". You can then simply book a new appointment for your child.

### *Is it free to meet Santa Claus?*

Yes, meeting Santa at your local mall is free of charge. If you'd like to preserve this spontaneous, magical moment, you can purchase a souvenir photo of your child with Santa. Several packages are available. Please refer to the information and services offered directly on the partner mall's website.

### *Can I see my photos before I buy them?*

After your visit, you'll receive a preview of the photos taken during your child's meeting with Santa. You can then purchase the complete set of photos for \$12.99 plus tax.

Log in to your user account on the appointment platform in the "MY PHOTOS" section. All you have to do is purchase from your user account, directly on the platform.

*Accepted payment methods: Visa or Master Card via the STRIPE transaction platform*

### *What if we don't receive the photo we bought?*

If you have any problems and would like us to help you with your request, please write to: [support@audace-co.com](mailto:support@audace-co.com).

### *Can I get photos printed at Santa's installation?*

No, souvenir photos are only available in digital format and can be accessed from your user account on the appointment platform. However, it's important to note that photo files are available in high resolution, so you can have them printed by a retailer offering photo printing services. This gives you the option of creating physical copies of your memories if you wish.

### *Can I use my personal camera to take a picture?*

Yes, you are allowed to take personal photos as part of your booking.

### *Can our child ask Santa questions?*

Each meeting with Santa will be personalized. Your child will be invited to have a spontaneous 3-minute chat with Santa.

### *Will our child receive a present when he meets Santa Claus?*

Santa has a special surprise in store for every child who comes to visit him in the Kingdom.

### *How old does our child have to be to qualify for a meeting with Santa Claus?*

There are no age restrictions for meeting Santa. Everyone, young and old, who believes in Santa Claus, is welcome!



### *Can my child meet Santa a second time?*

Yes, your child can come back to meet Santa a second time. However, please note that only one appointment can be active in your account at a time. You'll need to complete your first appointment before you can schedule a second.

### **Terms of use**

The mall is one of several retail partners using the Santa Claus by Appointment platform to offer a free experience to its customers during the holiday season.

The appointment platform [perenoelrdv.com](http://perenoelrdv.com) is owned by Audace & Co. If you need more information or wish to submit a request, please write to [support@audace-co.com](mailto:support@audace-co.com).

We wish you a magical encounter that lives up to your expectations.

Happy Holidays!