

QVB SANTA EXPERIENCE 2025

FAQS

DO I NEED TO BOOK MY QVB SANTA EXPERIENCE?

Yes. QVB's Santa Experience is only accessible via a booking. Walk-ins will not be accepted. Click [here](#) to book your Santa Experience.

WHAT ARE THE DATES AND TIMES FOR QVB'S SANTA EXPERIENCE?

QVB's Santa Experience commences on Sunday 9th November 2025 and runs until Christmas Eve, Wednesday 24 December 2025 (inclusive). 5-minute sessions will [run](#) as follows on selected days:

November 2025:

Monday: 9am-4pm

Tuesday: 9am-4pm

Wednesday: 9am-4pm

Thursday: 9am-4pm

Friday: 9am-4pm

Saturday: 9am - 6pm

Sunday: 9am – 5pm

December 2025:

Monday: 9am-6pm

Tuesday: 9am-6pm

Wednesday: 9am-6pm

Thursday: 9am-6pm

Friday: 9am-6pm

Saturday: 9am - 6pm

Sunday: 9am – 5pm

HOW LONG IS QVB's SANTA EXPERIENCE?

QVB's Santa Experience sessions run for 5 minutes.

HOW MUCH DOES THE EXPERIENCE COST?

Single Group Ticket (max. 6 persons): \$50 (inc. GST and booking fees).

WHAT IS INCLUDED IN MY TICKET?

Santa Experience at QVB

All tickets entitle the ticket holder to:

- Entry to the QVB Santa Experience for 5 minutes; and
- 2 digital photographs;

IS THERE AN AGE LIMIT FOR QVB'S SANTA EXPERIENCE?

Anyone is welcome to QVB's Santa Experience. Tickets must be purchased by patrons 18 years or older. All children under 18 years must be accompanied by guardian or parent at all times.

IS THE SANTA EXPERIENCE ACCESSIBLE BY WHEELCHAIR?

Yes, QVB is fully wheelchair accessible. Speak to one of the friendly team members for assistance.

WHAT TIME SHOULD I ARRIVE AND WHERE DO I BEGIN MY SANTA EXPERIENCE?

Please arrive at least 10 minutes prior to your allocated time slot.

Meet at the pre-registration area located on Level 2, to check-in before you head into the Santa Experience. There will be hosts available to assist with check-in – please present your booking ticket/s on arrival.

WHERE IS THE SANTA EXPERIENCE LOCATED?

The Santa Experience is located at QVB located on Level 2, under the dome.

Click [here](#) to view centre map.

WHERE CAN I PARK?

The QVB Car Park is located at 111 York Street Sydney. Take the Car Park elevator up to Level 2.

Book ahead [here](#)

I AM RUNNING LATE FOR MY SESSION CAN I STILL GET MY SANTA EXPERIENCE?

If you're running late, the staff will endeavour to allocate an available time to you. To avoid this, please ensure you arrive 10 minutes before your session.

There will be hosts available to assist and seat you for your session.

If you fail to attend your session time or request to cancel your booking less than 5 days before your session time, no refund will be provided. However, if you believe there are exceptional circumstances, please contact the Guest Experience team via email qvb.info@vicinity.com.au. If we reasonably consider that exceptional circumstances exist, we may choose to offer you a refund.

WHAT IS YOUR CANCELLATION AND REFUNDS POLICY?

We can assist you with cancelling your booking so that your allocated session can be made available to another individual/group.

If you request to cancel your booking 5 days or more before your session time a full refund will be provided to the credit/debit card that you used to make your booking.

If you fail to attend your session time or request to cancel your booking less than 5 days before your session time, no refund will be provided. However, if you believe there are exceptional circumstances, please contact the QVB Guest Experience team at qvb.info@vicinity.com.au. If we reasonably consider that exceptional circumstances exist, we may choose to offer you a refund.

We reserve the right to re-schedule session times if necessary due to circumstances beyond our reasonable control. If we need to reschedule a session time, we will if practical notify you of the new session time 48 hours or more before your original session time. If you cannot attend the new session time, a full refund will be provided. We are not responsible for any other costs you might incur relating to the rescheduling of session times.

The Event will not proceed if Vicinity decides whether for health, safety, security, occupancy or operational reasons or other reasonable reasons, including but not limited to restrictions on occupancy and/or movement imposed by a government authority, to cancel the Event. If the Event is cancelled, a full refund will be provided. We are not responsible for any other costs you might incur relating to the Event cancellation.

Please click [here](#) to view our event terms and conditions.

WHAT IF I WANT TO CANCEL MY BOOKING?

You may request to cancel your booking. If you request to cancel your booking 5 days or more before your session time a full refund will be provided to the credit card that you used to make your booking.

To cancel your booking please ensure you email qvb.info@vicinity.com.au with the below details and attach a copy of your Booking Invoice (received via the email address used to make the booking):

SUBJECT LINE: *Booking Cancellation Request_LastName*

EMAIL BODY:

First and Last Name (used to make the booking):
Session Date and Time:

You can contact the QVB Guest Experience team at qvb.info@vicinity.com.au if you require further assistance with cancelling your booking.

WHAT IF I WANT TO CHANGE OR RESCHEDULE MY BOOKING?

If you want to change your booking 48 hours or more before your session time, you can re-book to another date or time (if available) and receive a full refund of your original payment.

The process for changing your booking is as follows:

- review your original session time to ensure your request can be made with at least 48 hours' notice;
- book your preferred new session time (directly on the Centre's Website or by any other method nominated by us from time to time), including making payment for the new session time;
- contact us using the details above stating the original order number you would like cancelled and refunded;
- within up to ten (10) business days, you will be issued a refund for your original booking to the bank account used for the original transaction.

HOW AND WHEN CAN I ACCESS MY PHOTOGRAPHS?

The Santa experience allows you to not only capture your own images, but also to receive at least 2 digital images.

When you check-in for your session, you will be given a unique QR code card. At the commencement of your time with Santa, if you would like to receive digital images, the photographer or their assistant

will scan the QR code on the card you were provided at check-in. All photographs taken of you or your group will then be uploaded to a personal gallery accessible by you via the QR code card, which will be linked to the photographer's website. Photographs should be available to view and download on your mobile device/s within approximately 15-30 minutes of your session time.

WHAT ARE THE TERMS AND CONDITIONS FOR THIS EVENT?

Please click [here](#) to view the event terms and conditions.

I HAVE A QUESTION ABOUT MY BOOKING, WHO DO I CONTACT?

If you have questions about an existing or new booking, please contact the QVB Guest Experience team at qvb.info@vicinity.com.au