



2025 PACIFIC PLACE SANTA EXPRESS FREQUENTLY ASKED QUESTIONS

- 1. What is Santa Express? What does the ticket include?**

Santa Express is an activity where participants can meet Santa Claus in person and capture the magical moment in photos. The ticket includes three photos taken with Santa. At the end of the session, you will receive digital copies of all three photos, one of which can be selected for printing. You will also receive a sweet treat, and a photo frame as a souvenir to take home.
- 2. Can I request additional photo frames and sweet treats?**

Yes, you can add extra photo frames (each includes one printed photo) and sweet treats at an additional cost during the online registration process. Each photo frame is priced at HK\$100 and a jar of sweet treats is priced at HK\$60. You can request a maximum of two of each, subject to availability. Please note that additional items cannot be requested on-site.
- 3. How many people can enter Santa Express with me?**

A total of eight participants can enter Santa Express on one ticket (infants under 24 months will not be counted in the number of participants). Each ticket is valid for one entry, and only one ticket can be used per session.
- 4. How many tickets can I buy? How will I receive the ticket?**

Each **above** membership account can only buy one ticket during the entire promotion period. Upon successful registration, a confirmation email and SMS will be sent to the provided email address and mobile number with a unique QR code for check-in at Santa Express.
- 5. How long is the photo-taking with Santa? When should I arrive if my session is from 2pm – 2:45pm?**

Each ticket entitles you to a maximum of five minutes for photos with Santa. Please arrive within your designated session time with the full group of participants, i.e., 2pm – 2:45pm. Admission will not be allowed if you and your group of participants arrive more than 15 minutes late, so please ensure you are on time!
- 6. What happens if I arrive late? Can I still enter, or will there be a replacement session arranged for me?**

Please arrive within the time slot specified on your ticket. **No admission will be allowed if the full group of participants is more than 15 minutes late.** For example, if your session is from 2pm – 2:45pm, you will not be allowed to enter after 3pm. The group will also not be allowed to enter if only partial participants of the group arrive before 3pm. Unfortunately, no replacement session, refund or exchange will be offered in this case.
- 7. Can I bring my pet(s) to Santa Express?**

Yes, pet dogs and cats are welcome aboard the Santa Express as long as they are handheld or carried in a pet trolley at all times. Pet owners are responsible for keeping the Santa Express clean and hygienic. Staff from Pacific Place reserve the right to deny entry or request pet owners and their pets to leave immediately if the pet's behaviour is considered disruptive or poses a threat to others.
- 8. Can I enjoy 'above' points and other ongoing promotions with my ticket purchase?**

All proceeds from Santa Express are donated to "Operation Santa Claus". Ticket purchases cannot be used for **above** points registration or any other ongoing promotions.
- 9. Can I switch the ticket type, e.g., from peak to non-peak period or from non-peak to peak period?**

The booked date and time cannot be changed from non-peak period to peak period, or vice versa.
- 10. Can I reschedule my booked session?**

Yes, you may reschedule your session **ONE** time only, and rescheduled sessions are subject to availability. You can change your booking before 11:59pm on the day prior to the original confirmed booking date using the provided admission ticket link.
- 11. Can I cancel my booked session?**

Booking cancellations are allowed, but please be reminded that cancellations cannot be undone. Rebooking is not allowed. Since all proceeds go to "Operation Santa Claus", kindly understand that we are unable to refund your cancelled booking.
- 12. How can I become an 'above' member?**

Please sign up for **above** membership through the Pacific Place app or Pacific Place WeChat mini program with your email address and phone number. An activation email will be sent to your email address once you've registered. You can activate your **above** membership account by clicking the link in the email.

For other enquiries, please contact christmas@pacificplace.com.hk.



2025太古廣場聖誕老人列車 常見問題

- 聖誕老人列車是什麼？門票包括什麼？**

在聖誕老人列車，參加者可以與聖誕老人見面並合照，記錄這奇妙時刻。門票包括與聖誕老人合影的3張照片，在活動結束時，您將收到這3張照片的電子副本。您可以選擇其中1張進行現場打印並獲得1個相框和1罐甜點作為紀念品帶回家。
- 我可以購買額外的相框和甜點嗎？**

您可以在網上預訂過程中以額外費用添加相框（每個相框包含1張打印照片及1個相框和1罐甜點）。每個相框的價格為港幣100元，每罐甜點的價格為港幣60元。每張門票最多可以加購2個相框和2罐甜點，數量有限，先到先得。請注意，您需在網上預訂過程中添加加購項目，活動現場恕不設加購服務。
- 有多少人可以和我一起進入聖誕老人列車？**

每張門票最多允許8名參加者進入聖誕老人列車（24個月以下的嬰兒不計算在參加者人數內）。每張門票僅限入場1次，每個場次只能使用1張門票。
- 我可以購買多少張門票？我將如何收到門票？**

在聖誕活動期間，每個above會員帳戶只能購買1張聖誕老人列車門票。當您成功購買門票及預訂聖誕老人列車場次後，一封確認電子郵件和手機短訊將發送至所提供的電子郵件地址和手機號碼。確認電子郵件及手機短訊內含有聖誕老人列車的入場二維碼。屆時須向工作人員出示此二維碼，方可入場。
- 與聖誕老人拍照的時間有多長？如果我的場次是下午2時至2時45分，我應該什麼時間到達？**

每張門票的參加者最多可有5分鐘與聖誕老人拍照的時間。請您與攜同的參加者於已預訂的指定場次內到達，即下午2時至2時45分之間。請按時到達活動場地，如遲到超過15分鐘，恕不獲安排入場。
- 如果我遲到了，還可以入場嗎？會有補拍的安排嗎？**

請在門票上指定的場次內到達活動場地，若遲到超過15分鐘將不獲安排入場。例如您所預訂的場次是下午2時至2時45分，您在下午3時之後到達則不獲安排入場；如您攜同的參加者未能全部於下午3時前到達，亦不獲安排入場。所持的逾期門票亦會作廢，我們無法為您安排補拍、退款或換票安排，敬請見諒。
- 我可以攜帶寵物進入聖誕老人列車嗎？**

可以，歡迎攜帶寵物狗和貓一同登上聖誕老人列車，但必須全程手持或放置於寵物手推車內。寵物主人需負責保持聖誕老人列車的清潔與衛生。若寵物行為影響他人或被視為具威脅性，太古廣場職員有權作出適當安排，包括要求離開聖誕老人列車。
- 購買聖誕老人列車門票之消費可以享有'above'會員積分和參與其它推廣活動嗎？**

聖誕老人列車所有門票收益將撥捐「愛心聖誕大行動」，因此門票消費將不被視為可用作above會員積分登記或其他推廣活動的合資格消費。
- 我可以更改我的聖誕老人列車門票類型嗎？例如，從繁忙時段更改至非繁忙時段，或由非繁忙時段更改至繁忙時段？**

不可以，已預訂的所有門票類型無法更改至另一類型的日期和時間，不論是由繁忙改至非繁忙或由非繁忙改至繁忙。
- 我可以更改我已預訂的場次嗎？**

您可以更改已預訂的場次，但僅限更改至相同門票類型1次，且更改預訂需視乎場次名額供應情況而定。您可以在原預訂場次日期的前一天晚上11時59分之前，通過門票中提供的連結更改您的預訂。
- 我可以取消已預訂的場次嗎？**

您可以取消預訂，但請注意，預訂一經取消，則不能撤回及重新預訂。因聖誕老人列車所有門票收益將撥捐「愛心聖誕大行動」，我們亦無法退還已取消的所有門票款項。
- 我如何登記'above'會員？**

請通過太古廣場流動應用程式或使用太古廣場微信小程序，以您的電子郵件地址和電話號碼註冊成為above會員。註冊後，激活會員帳戶的電子郵件將發送至您所註冊的電子郵件地址。您可以通過點擊電子郵件中的連結以激活above會員帳戶。成功激活後，您則正式加入above會員計劃。

如您有其它任何問題，請聯繫 christmas@pacificplace.com.hk。