

2026 Pacific Place Santa's Grotto – Frequently Asked Questions

1. What is Santa's Grotto? What does the ticket include?

Santa's Grotto 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. Who is eligible to purchase tickets for Santa's Grotto?

Santa's Grotto ticket sales are available exclusively to **above Black, Platinum, Gold, and Blue** members, based on their membership status at the time of ticket purchase. Pre-members are not eligible to purchase tickets.

Priority booking will be offered in stages to **above Black, Platinum and Gold** members, before registration opens to all **above** members (excluding pre-members) at 11am on 11 November 2026 (Wednesday). Priority booking details will be communicated to eligible members via member eDM on 30 October 2026 (Friday).

Tickets are available on a first-come, first-served basis and are subject to availability.

3. How can I become an 'above Blue' 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.

Pre-members must have accumulated HK\$5,000 or more in eligible annual spending and will be upgraded to **above Blue** once the eligible spending is approved. For details of eligibility and membership registration for the above Loyalty Programme, please refer to the above Loyalty Programme Terms and Conditions (<https://www.pacificplace.com.hk/en/above/above-loyalty-programme-tnc>).

4. How long does the membership upgrade take? By when do I need to become an 'above Blue' member to be eligible to purchase Santa's Grotto tickets?

Please note that receipt submissions made through the Pacific Place Mobile App may take up to 7 working days to be approved. Pre-members who wish to qualify for a membership upgrade should submit their receipts as early as possible to allow sufficient time for processing before registration opens.

Pre-members need to be upgraded successfully to hold **above Blue** membership or a higher tier before purchasing Santa's Grotto tickets. As ticket sales open at **11am on 11 November 2026**, members who wish to purchase tickets should ensure their membership has been upgraded before then. Please note that tickets are subject to availability.

5. Can I request additional photo frames and sweet treats?

Yes, you can add extra photo frames and sweet treats at an additional cost during the online registration process. Each photo frame (includes one printed photo) 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.

6. How many people can enter Santa's Grotto with me?

A total of 8 participants can enter Santa's Grotto on one ticket (infants under 24 months will not be counted in the number of participants). Each ticket is valid for 1 entry, and only 1 ticket can be used per session.

7. 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 registered email address and mobile number with a unique QR code for check-in at Santa's Grotto.

8. 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 5 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!

9. 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.

10. Can I bring my pet(s) to Santa's Grotto?

Yes, pet dogs and cats are welcome inside Santa's Grotto as long as they are handheld or carried in a pet trolley at all times. Pet owners are responsible for keeping Santa's Grotto 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 causes disruption or its behaviour is considered to pose a threat to others.

11. Can I enjoy 'above' points and other ongoing promotions with my ticket purchase?

All proceeds from Santa's Grotto will be donated in full to "Operation Santa Claus" and "St. James' Settlement", without deduction of any administrative or handling fees. Donation receipts will not be provided. Ticket purchases cannot be used for **above** points registration or any other ongoing promotions.

12. 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.

13. 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.

14. 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" and "St. James' Settlement", kindly understand that we are unable to refund your cancelled booking.

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

2026 太古廣場聖誕老人屋 – 常見問題

1. 聖誕老人屋是什麼？門票包括什麼？

在聖誕老人屋，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。

2. 誰符合資格購買聖誕老人屋門票？

聖誕老人屋門票只限 **above Black**、**Platinum**、**Gold** 及 **Blue** 會員購買。會員資格將以購票時之會籍等級為準。準會員恕不符合購票資格。

優先購票將分階段開放予 **above Black**、**Platinum** 及 **Gold** 會員，其後將於 2026 年 11 月 11 日（星期三）上午 11 時起開放予所有 **above** 會員（準會員除外）購買。會員優先購票詳情將於 2026 年 10 月 30 日（星期五）透過會員電子郵件發送予合資格會員。

門票數量有限，先到先得，售完即止。

3. 我如何能成為「above Blue」會員？

請通過應用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。

準會員須累積港幣 5,000 元或以上之合資格年度消費。當相關合資格消費獲核實及批核後，會籍將自動升級至 **above Blue**。有關登記成為 **above** 會員之資格及會籍詳情，請參閱 **above** 會員計劃條款及細則 (<https://www.pacificplace.com.hk/zh-hk/above/above-loyalty-programme-tnc>)。

4. 會籍升級需時多久？我需要在甚麼時候前成為「above Blue」會員方可購買聖誕老人屋門票？

透過太古廣場流動應用程式上載的收據，審批時間為七個工作天內。因此，建議準會員在購票期開始前盡早提交收據並完成會籍等級晉升。

準會員須於 2026 年 11 月 11 日上午 11 時購票開始前，持有有效的 **above Blue** 或以上會籍等級，方符合購票資格購買聖誕老人屋門票。門票數量有限，售完即止。

5. 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及甜點。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。

6. 有多少人可以和我一起進入聖誕老人屋？

每張門票最多允許 8 名參加者進入聖誕老人屋（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。

7. 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 張聖誕老人屋門票。當您成功購買門票及預訂聖誕老人屋場次後，一封確認電子郵件和手機短訊將發送至所註冊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屋的入場二維碼。屆時須向工作人員出示此二維碼，方可入場。

8. 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。

9. 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。

10. 我可以攜帶寵物進入聖誕老人屋嗎？

可以，歡迎攜帶寵物狗和貓一同進入聖誕老人屋，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屋的清潔與衛生。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屋。

11. 購買聖誕老人屋門票之消費可以享有「above」會員積分和參與其他推廣活動嗎？

聖誕老人屋所有收益將全數撥捐「愛心聖誕大行動」及「聖雅各福群會」，不扣除任何行政費用。是次活動不提供捐款收據。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。

12. 我可以更改我的聖誕老人屋門票類型嗎？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及改至繁忙。

13. 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。

14. 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。因聖誕老人屋所有收益將撥捐「愛心聖誕大行動」及「聖雅各福群會」，我們亦無法退還已取消的門票款項。

如有任何問題，請聯繫 christmas@pacificplace.com.hk。