

2026 Pacific Place Santa's Grotto - Terms and Conditions

1. 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.
2. 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>).
3. Priority booking will be offered in stages to **above Black, Platinum, Gold** members, before registration opens to all **above** members (excluding pre-members) on 11 November 2026.
4. Ticket sales for all **above** members (excluding pre-members) will start on 11 November 2026 at 11am. Tickets can only be purchased online at <https://christmas2026.pacificplace.com.hk/en/santa> via electronic payment.
5. Participants are required to present their valid member ID of the registered **above** account used to register for the Santa's Grotto ticket before entering Santa's Grotto (excluding complimentary tickets and hotel tickets).
6. Tickets are limited and available on a first-come, first-served basis, while stock lasts. A maximum of 1 ticket can be purchased per **above** member. Each ticket admits up to 8 participants only (infants under 24 months will not be counted in the number of participants) and can only be used for one entry. A maximum of 1 ticket can be used for each session and cannot be used in conjunction with any other type of Santa's Grotto ticket.
7. Each Santa's Grotto ticket is HK\$220 (non-peak period) and HK\$280 (peak period) respectively. (Non-peak period: 27 & 30 November, 1 – 7 & 9 – 10 December 2026; peak-period: 11 – 16 & 18 – 25 December 2026).
8. 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.
9. Purchases of ticket(s) are **not** entitled to 2026 Pacific Place Christmas Shopping Rewards, the Pacific Place x Alipay Exclusive Shopping Rewards campaign, parking promotions or **above** points registration.
10. Purchased tickets are non-refundable and non-exchangeable. In case of inclement weather or unforeseeable circumstances before the registered session starts, the session will be cancelled automatically and will not be rescheduled. Announcements will be made on Pacific Place's Christmas website (<https://christmas2026.pacificplace.com.hk/en/>).
11. To register for Santa's Grotto, participants are required to complete all mandatory personal data fields in the electronic registration form. Participants are responsible for ensuring information they provide is true, complete and accurate. Swire Properties Management Limited reserves the right to disqualify any registered participant without prior notice due to inaccurate or incomplete information.
12. The online registration system will reserve the ticket for a designated duration after the ticket is added to the cart. The ticket will be removed automatically if participants fail to complete the whole registration and payment process within the time limit.
13. Participants can change their Santa's Grotto session before 11:59 pm on the day prior to the original confirmed booking date at the provided admission ticket link. The booked date and time can be changed **ONE** time only, and sessions are subject to availability. Booking cancellation cannot be undone.
14. The booked date and time cannot be changed from non-peak period to peak period, or vice versa unless specified.

15. Each ticket or QR code on the confirmation email or SMS can only be used once and shall be presented upon entry. Tickets will not be re-issued in case of loss or expiry. Photocopies, incomplete or spoiled tickets will not be accepted.
16. Entry will be granted only on the specified date and within the time slot stated on the ticket, confirmation email or SMS. The full group of participants must arrive within the time slot specified on the ticket. **Admission will not be allowed if the time slot specified on the ticket is 15 minutes overdue.** Expired tickets will not be refunded or exchanged.
17. Swire Properties Management Limited and its agents will not be responsible for any loss (including, but not limited to, direct, indirect, or consequential losses), damage, bodily or physical injury, harm, or death that may be caused by, arise, result from, or be attributable to the use of or participation in Santa's Grotto.
18. Participants are responsible for ensuring the safety of their personal belongings. Swire Properties Management Limited is not liable for any loss of or damage to participants' belongings.
19. Domesticated pet dogs and cats (Pets) are permitted to enter Santa's Grotto if they are handheld or carried in a pet trolley at all times inside Santa's Grotto. Pet Owners shall keep Santa's Grotto clean and hygienic. Staff from Pacific Place shall have the right to deny entry to or request Pet Owners and their Pet(s) to leave the Santa's Grotto immediately if the behaviour of the Pet(s) is deemed a threat to and/or a disturbance to others and/or Pet Owners are found to be in breach of any of these Terms and Conditions.
20. Swire Properties Management Limited reserves its right to cancel and reschedule Santa's Grotto sessions, change the number of participants or amend the Terms and Conditions at any time without prior notice to participants.
21. Personal data collected by Swire Properties Management Limited will only be used for registration confirmation, admission and verification purposes. All information will be kept highly confidential. With the consent of participants, the personal information will also be used by Swire Properties Management Limited to provide direct marketing materials in accordance with the Privacy Policy (<http://www.swireproperties.com/en/privacy-policy/>).
22. Upon purchase of tickets, participants acknowledge that they have read, understood and accepted the Terms and Conditions from Swire Properties Management Limited. In case of any breach of these Terms and Conditions, or any dishonest conduct and/or acts of counterfeit activity, Swire Properties Management Limited reserves the right to deny their participation in the session without prior notice.
23. Swire Properties Management Limited shall not be responsible for any matters in relation to the quality of the gifts.
24. In case of disputes, the decision of Swire Properties Management Limited shall be final and conclusively binding.
25. In the event of discrepancy or inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

2026 太古廣場聖誕老人屋 – 條款及細則

1. 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。
2. 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>)。
3. 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 日開放予所有 **above** 會員（準會員除外）購買。
4. 門票將於 2026 年 11 月 11 日上午 11 時開放予所有 **above** 會員（準會員除外）購買。參加者只可於活動網頁 <https://christmas2026.pacificplace.com.hk/tc/santa> 購買門票及以電子貨幣付款。
5. 參加者須在進入聖誕老人屋前出示用作登記購買聖誕老人屋門票的有效 **above** 會員號碼以供核實（免費門票及酒店門票除外）。
6. 門票數量有限，先到先得，額滿即止。每位 **above** 會員最多只限購買 1 張門票。每張入場門票最多只限 8 位入場（未滿 24 個月的嬰兒不會被計算到入場名額內），並只限入場 1 次。每次入場只可使用 1 張門票，不論任何類型之聖誕老人屋門票均不可同時使用。
7. 聖誕老人屋門票分別為港幣 220 元（非繁忙時段）及港幣 280 元（繁忙時段）。（非繁忙時段：2026 年 11 月 27 日及 30 日，12 月 1 日至 7 日及 12 月 9 日至 10 日；繁忙時段：2026 年 12 月 11 日至 16 日及 12 月 18 日至 25 日）。
8. 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。
9. 購買門票的捐款不可用作換領 2026 太古廣場聖誕購物禮遇、太古廣場 x 支付寶專屬消費獎賞、商場泊車優惠及登記 **above** 會員積分之用。
10. 已購買之門票不可作退款或退換。如在門票上列明之指定日期遇惡劣天氣或不可預測的情況，太古地產管理有限公司有權更改聖誕老人屋之安排或取消預約活動。已取消之活動並不會安排改期。最新安排將於太古廣場聖誕網頁公佈 (<https://christmas2026.pacificplace.com.hk/tc/>)。
11. 參加者須根據電子報名表格填寫所有必須之個人資料作登記用途，並須確保所有填寫資料均為真實、完整及正確。如有不實資料，太古地產管理有限公司有權取消其參加資格而無須事先通知。
12. 將門票加入購物車後，系統將於指定的時間內保留該門票。若參與者未能在限時內完成整個登記和付款程序，該門票將自動被刪除。
13. 參加者可於確定預約時間的前一天晚上 11 時 59 分前於確認電郵或手機短訊內的連結更改已登記之聖誕老人屋時段。參加者只可更改門票入場時間 **1 次**，時段視乎名額供應情況而定。已取消之登記將不能撤回。
14. 門票不可由非繁忙時段更改至繁忙時段；或由繁忙時段更改至非繁忙時段。
15. 參加者必須憑確認電郵或手機短訊內的二維碼入場。所有門票只可使用 1 次，並須於入場時出示以作紀錄。逾期或損失將不獲受理或補發。影印本、不完整及損毀之門票恕不接受。
16. 參加者必須於門票或確認電郵或手機短訊上列明之指定日期及時段入場。參加者必須與攜同的參加者於指定時段內全部到達方可入場。**若於入場門票顯示的指定時段 15 分鐘後才到達聖誕老人屋，參加者將不獲安排進場**。所持的逾期入場門票亦會作廢，並不可作退款或退換。
17. 太古地產管理有限公司及其代表不會就因使用或進入聖誕老人屋後有可能導致或衍生的任何損失（包括但不限於直接、間接或後果性損失）、人身傷害、身體受傷或死亡負責。

18. 參加者須自行保管其個人財物，太古地產管理有限公司無須為參加者之財物損壞或損失負責。
19. 飼養的寵物狗和貓（「寵物」）可允許進入聖誕老人屋。在聖誕老人屋期間，寵物主人必須手抱寵物或讓寵物乘坐寵物車。寵物主人必須保持聖誕老人屋的清潔與衛生。若寵物行為被視為對他人造成威脅或滋擾及/或發現寵物主人違反任何本條款及細則，太古廣場職員有權拒絕其寵物進入，或要求其寵物立即離開聖誕老人屋。
20. 太古地產管理有限公司有權取消或更改聖誕老人屋之場次、入場人數、條款及細則而無須另行通知。
21. 個人資料收集只供太古廣場推廣部作確認登記，入場及資料核實用途，所有資料會絕對保密。在得到顧客的同意下，太古地產管理有限公司亦會根據其隱私政策 (<https://www.swireproperties.com/zh-hk/privacy-policy/>) 使用聯絡資料傳送推廣訊息及資料予參加者。
22. 購票時參加者必須同意，閱讀並理解太古地產管理有限公司之條款及細則，並同意接受其約束。
23. 對於禮品之質量，太古地產管理有限公司無須負上任何責任。
24. 如有任何爭議，太古地產管理有限公司將保留最終決定權，而有關決定將為最終定論並具約束力。
25. 如本條款及細則之中英文版本有任何差異，一概以英文版本為準。