



BROOKSIDE SANTA PHOTOS FAQ's

SANTA TIMES & BOOKINGS:

Q. When do Santa photos start and finish?

Our Santa photos will start on Thursday 26 November and run every day until Christmas Eve.

Q. What times are Santa visits available?

Daily times vary, so please visit our website for full dates and times.

Q. How long is each Santa Booking?

Each family will have approximately 5 minutes each with their Santa booking. This is enough time to say a quick hello to Santa, have your photo taken and proceed to the photo collection point. Due to COVID restrictions, we unfortunately cannot have long dwell times or crowded lines, but we are confident that this timing still allows for each family to get enough time with Santa.

Q. How do I book in for my Santa photo?

All Santa visits require an ONLINE booking in 2020 (no walk ins). Bookings will occur through the Brookside website. All you must do is jump over to our website and then click on the Santa Photos page. Then hit the **REGISTER HERE** button, where you can secure your spot.

Alternatively, when you're in-centre, visit Santa's porch and scan the QR code located on our Want to meet Santa signage. This will take you straight to the bookings website, where you can choose your time slot to see Santa.

Q. Will you be offering Sensitive Santa time slots?

Yes, our Sensory Santa bookings are back, and we have even more timeslots in 2020.

From 9am to 10am each Saturday and Sunday, families who have children with special needs to book into a time slot that has been specially set up for kids who need a little bit of extra care.

To book a spot, please visit > <https://bit.ly/368YWC7>



SANTA & COVID SAFE PRACTICES:

Q. I see some Shopping Centres aren't having Santa this year. Why hasn't Brookside cancelled having Santa in-centre this year?

Visiting Santa at Brookside has been a long-held tradition for many families, and we wanted to continue this despite what has happened this year. We are confident that our new COVID systems will ensure all families who attend will be safe. We've also built a brand-new sleigh for Santa and the kids to sit in, so you'll still be able to capture that special moment with the jolly man in red.

Q. What COVID-safe practices have been implemented to keep myself and Santa safe?

The health and safety of our customers, the photography team and Santa is of the highest priority. We have implemented the following measures to make sure this occurs:

- Online bookings only
- No more than 3 families waiting at the Santa set at one time
- Separate entry and exit points
- Dedicated 'COVID-safe' elf
- Hand sanitiser upon entry
- Cashless payments (pre-payment encouraged)

Q. How will the Santa photo procedure work?

We have implemented strict Santa's COVID-safe practices to ensure everyone stays safe when visiting Santa. By following these simple steps, you'll be on the nice list this year:

1. Wait until Santa's elf had called your name
2. Sanitise your hands before meeting Santa
3. Proceed to the back of the sleigh
4. Keep a 1.5m space between you and Santa
5. Tell Santa what you want for Christmas
6. Smile for the camera
7. Exit the sleigh and proceed to the collect point.

Q. What hygiene and cleaning measures have been implemented?

To adhere to hygiene and cleaning procedures, we have a dedicated 'COVID-safe' elf to help with this process. Between each photo, the elf will clean and sanitise the set before the next family arrives to have their photo taken. Other responsibilities of the elf include:



- Ensuring a one-way traffic flow, with dedicated entry and exit points
- Manage any bookings (for those families who turn up), plus the line of pre-booked families waiting at the set.

Q. Do I need to check in/scan a QR code to see Santa?

All customers must secure their spot by booking online, which will capture the contact details necessary for contact tracing. Once you arrive at the set, Santa's team will automatically check you in via their booking system

If you do turn up to the Santa set without a booking (pending any free timeslots), you'll be required to scan the QR code located on our signage. This code will take you straight to the booking's website, where you can choose your time slot to see Santa.

