

## FREQUENTLY ASKED QUESTIONS

[perenoelendirect.com](http://perenoelendirect.com)  
Shopping Centres

### Questions and Answers for Parents

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Below you will find various answers to your questions about our meeting formula with Santa Claus from the meeting platform, at your shopping centre.

If you have any other questions, please don't hesitate to ask your centre's Customer Service or Santa's elves. They will be able to answer your questions.

#### ***Do I absolutely need to make a reservation to meet Santa Claus?***

We strongly recommend you make a reservation in advance to make your visit with Santa Claus easier. You can also go directly to your centre and ask Santa's elves to book a place among those available.

#### ***How do we know Santa Claus' availability?***

By going to the appointment platform and making a reservation, you will be able to see Santa Claus' availabilities. You can then select the date and time that suits you. However, please know that places are limited and that we cannot guarantee the availability of the timeslot you want. We may also close the kingdom without notice in the event of force majeure. If such is the case, please be assured that you will receive an email stating that your appointment had to be cancelled.

#### ***Are appointments only offered per family ?***

In fact, meetings with Santa Claus are available for families only. You will need to register your children individually and then choose to book a family meeting when making the appointment. Only one photo for the family will then be available. Please note, however, that the duration of the appointment is the same for everyone, even if there are several children at the same time slot. Allow 5 minutes per family.

#### ***Is it possible to meet a Santa who speaks English?***

The live Santa meeting platform is available in French and English. However, if you would like your child to be able to chat with a Santa Claus who speaks English, please check with the selected shopping centre to see if the service is offered in both languages.

#### ***Will we receive a message to remind us of the time of our appointment?***

The elves have everything planned to make sure you don't miss your date with Santa Claus! They will send you, 24 hours before your appointment, an email and an SMS message to remind you of the date and time of this magical moment.

### ***What should we do if we can't make it to our appointment?***

If you can't make it to your appointment, you will need to cancel it by clicking on "My appointments/Cancel my appointment". You can then simply make a new appointment for your child.

### ***Is the live meeting with Santa Claus free?***

Yes, the live meeting with Santa Claus at your shopping centre is offered free of charge. If you want to keep this spontaneous and magical moment as a souvenir, you can purchase a keepsake photo of your child and Santa Claus for \$5.99 plus taxes. After your purchase, you will receive an email to download it.

### ***Can our child ask Santa Claus questions?***

Each meeting with Santa Claus will be personalized. Your child will be invited to speak with Santa Claus by videoconference, live from the Pole North. The discussion will be spontaneous and will last for about 3 minutes.

### ***Will our child receive a gift when meeting Santa Claus?***

Santa Claus has planned a surprise for each child who will come to the kingdom. The elves will make sure to give it to him, as a souvenir, after their meeting.

### ***What should we do if we don't receive the photo we purchased?***

After your visit, you will receive a preview of the photos that will have been taken during your child's meeting with Santa Claus. You can then purchase the complete set of photos for \$5.99 plus tax. If you encounter problems and would like assistance with your request, we invite you to write to: [support@audace-co.com](mailto:support@audace-co.com).

### ***How old must our child be to be eligible for a meeting with Santa Claus?***

There is no age requirement to meet Santa Claus, all children who believe in Santa Claus are welcome!

### ***Can my child meet Santa Claus a second time?***

Yes, your child can meet Santa Claus twice. Don't hesitate to make a new appointment with Santa.

### **Terms of Use**

The shopping centre is one of the trade partners who use the Santa Claus Live platform to provide its customers with a free experience during the Holidays.

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