FREQUENTLY ASKED QUESTIONS
perenoelrdv.com
Shopping centers
with the photography services offered by the center

Questions and answers for parents
Updated September 8, 2026

Below you'll find answers to your questions about meeting Santa from the appointment platform at your shopping center.

If you have any further questions, please don't hesitate to ask your center's Customer Service or the Kingdom's elves. They'll be happy to help.

APPOINTMENT PLATFORM

Do I absolutely have to reserve a place to meet Santa?

We strongly recommend booking your visit in advance to make your experience easier and to ensure you have a spot at a time that works best for you.

However, you may also visit Santa's Kingdom without an appointment. When you arrive, please check with the elf at the reception desk to see if any time slots are still available that day or if you can be accommodated between scheduled appointments, depending on the level of traffic.

We recommend creating your account in advance on the appointment platform of the shopping centre you wish to visit. This will make it easier to book an appointment on-site, should a time slot become available.

Please note that spaces are limited, and a walk-in visit cannot be guaranteed.

Will there be additional time slots opened during the season?

No. The time slots available on the platform generally correspond to Santa Claus's planned availability for the season.
Appointments can fill up quickly. We therefore recommend booking your visit as early as possible. However, we encourage you to check the platform regularly, as some time slots may become available again following a cancellation.

How can I find out when Santa is available?

By going to the appointment platform and reserving your place, you'll be able to view Santa's availability. You can then choose the date and time that suits you best. Please note, however, that places are limited and we cannot guarantee the availability of your desired slot. We may also close the kingdom without notice in the event of force majeure. If this is the case, rest assured that you will receive an e-mail informing you that your appointment has had to be cancelled.

Are appointments only available per family?

In fact, meetings with Santa Claus are offered for families only. You'll need to register your children individually, and then choose to reserve a family meeting when you book your appointment. Only one family photo session will 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. Please allow 3 to 5 minutes per family.

Will we receive a message to remind us when our appointment is?

The elves have thought of everything to make sure you don't miss your appointment with Santa Claus! 24 hours before your appointment, they'll send you an e-mail and a text message to remind you of the date and time of this magical moment.

What should we do if we can't attend our appointment?

If you cannot attend your appointment, you will need to cancel it by clicking on "My appointments / Cancel my appointment." Afterwards, you can simply book a new appointment for your child.

What if we don't receive the photo we bought?

If you have any problems and would like us to help you with your request, please write to: lpgperenoel@gmail.com

EXPERIENCE AND MEETING – AT THE SHOPPING CENTER

Who are the visits to Santa Claus for?

There are no age restrictions to meet Santa Claus. Everyone, whether young or adult, and who believes in him, is welcome!

Is it possible to meet an English-speaking Santa Claus?

The appointment system with Santa Claus is offered in French and English. However, if you want your child to be able to chat with an English-speaking Santa Claus, please check with the selected shopping center if the service is offered in both languages.

Is the meeting with Santa Claus free?

Yes, the meeting with Santa Claus at your shopping center is offered to you free of charge. If you wish to keep this spontaneous and magical moment, you will have the option to purchase a souvenir photo of your child with Santa Claus. Several packages are available to you. Please refer to the information and services offered by visiting the partner shopping center's website directly.

Can our child ask Santa Claus questions?

Each meeting with Santa Claus will be personalized. Your child will be invited to chat and interact with Santa Claus spontaneously for approximately 3 to 5 minutes.

Will our child receive a gift during their meeting with Santa Claus?
Santa Claus has planned a special surprise for each child who comes to visit him at the Kingdom.

Can my child meet Santa Claus a second time?
Yes, your child can come back to meet Santa Claus a second time. However, please note that only one appointment can be active in your account at a time. You will need to have completed your first appointment before you can schedule a second one.

Should I arrive before my appointment time?
Yes, you should arrive 10 minutes in advance and take your place in the "with appointment" queue.

How long does the visit last?
Each visit lasts approximately five (5) minutes.

Where is the Kingdom located in the shopping center?
It is located near the Ernest Store. Entrances 1 and 5 are the closest.

Do I need to bring anything specific for my visit?
No, you just need to know the full name under which the reservation was made, as well as the names of the children who will be visiting Santa Claus.

TERMS OF USE

The mall is one of several commercial partners using the Santa Claus by Appointment platform to offer a free experience to its customers during the holiday season.

The appointment platform perenoelrdv.com is owned by Audace & Co. If you need more information or wish to submit a request, please write to support@audace-co.com.

We wish you a magical encounter that lives up to your expectations.

Happy Holidays!