

Daniel Department Store
Santa's Grotto
FAQs 2024

Can I get a refund on my Santa's Grotto ticket?

All tickets are Non-Amendable and Non-Refundable. Please note that the UK General Law for all Ticketing applies: you are able to amend your ticket booking within 24 hours of making your initial booking.

Can I exchange my Santa's Grotto ticket?

All tickets are Non-Amendable and Non-Refundable. Please note that the UK General Law for all Ticketing applies: you are able to amend your ticket booking within 24 hours of making your initial booking.

How many children can I book for?

You are able to book up to 4 children in a row within the same time slot period, e.g. If you have 4 children attending, it will be 5 minutes with Santa per child, meaning 20 minutes in total for your group booking.

What is included with the ticket?

Each ticket includes a welcome from Santa's friendly Elf, entry to Santa's Grotto (found on the First Floor at Daniel Department Store), a chat with Santa to share your Christmas wishes, a gift from Santa and a professional photograph with Santa.

My child is between the ages of 0-3, do I have to buy a ticket? And is Santa's Grotto appropriate for ages 0-3?

Please note that Babies and Newborns will be charged £15 for entry to Santa's Grotto, there are gifts provided for the Birth age category 0-1 year olds. Babies are able to enter, however, we tend to recommend Santa's Grotto for children over the age of 1 year.

Is there a maximum age limit?

The Santa's Grotto experience is recommended for the majority of children up to the age of 12, there are gifts provided for children between ages 9-12. Please note: we are not exclusionary and we would not prohibit any child on the basis of them being over 12 years of age.

What kind of gift will my child receive?

We do our best for gifts to be age appropriate. Our gifts are all unisex and are provided for children in the age brackets from 0-12 years old.

Can I choose the gift for my child?

Unfortunately, customers and children will not be able to choose their gifts - they are already pre-wrapped up in Christmas gift wrap and it is luck of the draw which gift your child is given on the day.

Can I exchange or return my gift from Santa?

Please note that due to the quantity of Grotto attendees: Santa's Gifts are non-exchangeable and non-refundable.

How long does the Santa's Grotto experience last?

Please note that the Santa's Grotto experience lasts for 5 minutes per child, per ticket - this is to ensure that all children have a fair amount of time with Santa during their visit. Inevitably, some visits may be slightly shorter or longer but our team on the day try to ensure there is a fair and reasonable amount of time spend with Santa per child / family – to ensure all guests have a good experience.

Will you have COVID Restrictions in place?

We will not have the Perspex screen in place that we have had in previous years during the COVID Pandemic. We will also not have children “sat on Santa's lap” in the traditional sense. Social-distancing will be in place to a certain degree, for instance: there will be a desk positioned in between Santa himself and the visiting children (distance of circa 1 meter between Santa and Children). And there are stools in front of Santa's desk for visiting children to sit on.

What happens if I am late to my booking?

If you are late to your booking timeslot, then unfortunately we cannot guarantee entry because of the back-to-back nature of the Santa's Grotto bookings and because this event is always very oversubscribed. Our Elf & Assistants on the day will do the best they can to fit you in – but due to Santa's tight schedule, entry will not be guaranteed if you are late for your booking.

What time should I arrive for my booking?

It is recommended that you arrive 10 minutes before your booking time slot to ensure you have found Santa's Grotto area and to ensure that you do not miss your booking time slot. Please do your best to arrive early – this also facilitates a more pleasant and smooth Grotto experience for the visiting children.

Do you have any Walk-In appointments?

No, there are no Walk-In appointments this year - Santa's Grotto is Bookings Only. Due to the popularity of Santa's Grotto and to reduce lengthy queues and long wait times, the most efficient system for Santa's Grotto is bookings only. If you would like to book a ticket to Santa's Grotto please endeavour to book early, in order to avoid any disappointment. There are unfortunately a limited number of slots available with Santa.

Where is Santa's Grotto?

The location of Santa's Grotto at Daniel of Windsor is on the 1st Floor at Daniel Department Store based in Windsor, Berkshire. The Grotto is on the 1st Floor beyond the Card Department and next to the Garden Of Eden Restaurant.