

Do all attendees included within my booking, need to be vaccinated?	<p>Yes, you and any attendee within your group, 16 years or older must be fully vaccinated against COVID-19 or have a valid vaccination exemption.</p> <p>You will be required to provide evidence of your vaccination/exemption status upon arrival.</p>
Do I need to pre-book my visit with Santa?	<p>Yes, Santa Photography and Sensory Santa Photography both require pre-booking (walk-ins unavailable).</p> <p>Click Here to book Santa Photography or call Centre Management on 03 5023 7177 to book your Sensory Santa Photography session.</p>
What are the times for Santa and Sensory Santa Photography?	<p>Santa will arrive at Mildura Central on Tuesday the 7th of December and be on site until Christmas Eve.</p> <p>Session times vary - Click Here for available Santa Photography times or call Centre Management on 03 5023 7177 to book your Sensory Santa Photography session.</p>
What is Sensory Santa Photography?	<p>Sensory Santa Photography provides a quiet, calm and comfortable environment before the centre opens for children to enjoy their experience with Santa.</p> <p>Call Centre Management on 03 5023 7177 to book your Sensory Santa Photography session. Please note these are limited.</p>
How much does Santa and Sensory Santa Photography cost?	<p>Photography costs \$26.00 per session with additional cost for prints pending what pack you select.</p> <p>More information as to additional costing and packages will be found on site.</p>
Do you accommodate group bookings?	<p>Yes, each session accommodates 4 people at a time due to current Covid SAFE guidelines as of 11 November 2021.</p>
Where is Santa Photography located?	<p>Both Santa and Sensory Santa Photography will be located outside Target near the Children's Playground.</p>
What time should I arrive?	<p>We ask that you kindly arrive 5 minutes prior to your allocated booking.</p> <p>If you arrive earlier than 5 minutes to your booking, feel free to pick up a coffee and get some of that Christmas Shopping done!</p>
What if I want to change my booking?	<p>If you wish to change your booking, we ask that you try to book another session that's suitable and then contact the photographer via the booking site (https://www.trybooking.com/events/landing?eid=813124&) to try and cancel your original session and get refund.</p> <p>Please note, this is subject to availability and a cancellation fee will apply.</p>
What if I was late and missed my session?	<p>Unfortunately, if you missed your pre-booked session there is no guarantee that we can fit you in to another session.</p>

	There are no refunds for missed sessions or cancellations unless exceptional circumstances apply.
When will I receive my Santa photos?	<u>Digital Photos</u> : 1-2 days after your session. <u>Prints</u> : Can be picked up from Centre Management 4-5 days after your session. You will be emailed once your image is ready for collection.
How long do I have to download my images from the link?	Your gallery of images will be sent to you via. email so you can access them to download, print or forward through to family and friends.
What are the Terms and Conditions?	Terms and Conditions can be found at www.milduracentral.com.au .
Is there a maximum amount of people that can be a part of the booking?	In line with Victorian Government capacity guidelines as of 11th of November 2021, there can only be 4 people as part of each booking (not including the photographer or Santa).
How many photos will I receive in my online gallery?	You will receive a total of three digital photos via email as part of your online gallery.
Do I have to book online?	Yes. Click Here to book Santa Photography or call Centre Management on 03 5023 7177 to book your Sensory Santa Photography session.
What if I don't like my images?	Unfortunately, we will not be able to re-shoot any images if you are not satisfied with the photo outcome. Please note, our professional photographer will ensure to keep to a high standard photo set up, to capture a beautiful moment of your, your family or group with Santa.
How long does my Santa or Sensory Santa session last?	Each session will last for a maximum of 10 minutes.
Can my child give Santa a letter?	Santa's letterbox will be available to the side of the Santa set, ready for your child's letter. Please note, no response will be sent back from Mildura Central on Santa's behalf.
How is Mildura Central complying with Covid-19 Guidelines?	Our Santa Photography experiences have been specially designed to comply with COVID-19 guidelines. As such, a custom COVID-Safe Plan has been put in place. All COVID-19 Victorian Government regulations must be adhered to whilst at the Santa Set.
Do I need to wear a face mask for my photo?	As per current Victorian Government guidelines as of 11 November 2021, all attendees over the age of 12 must wear a face mask throughout the experience, however both Santa and participants can remove their masks temporarily, for the photo. This regulation excludes people who cannot wear a face mask for a lawful excuse or exception.
Who do I contact with any questions about my photo?	If you have any questions about your photo or experience, please contact the photographer via. the booking site available here - https://www.trybooking.com/events/landing?eid=813124&