



Santa Express

FREQUENTLY ASKED QUESTIONS

When do I receive my tickets?

This is a ticketless event. Your registration is recorded and will be in the name of the purchaser.

What time should I arrive?

This is a timed ticketed event. Your entire party must arrive at the same time and enter the event at the same time. Guests will not be allowed to enter prior to their pre-purchased ticketed time.

Am I able to register on the day of the event?

No, registrations/tickets cannot be purchased the day of the event

Where do I park?

Please Park in the Gilbert Elementary School parking lot. Do not park in the small lot on the north side of the museum off Elliot.

Where will I enter the event?

The only entrance into the event is down the sidewalk between HD SOUTH and the Gilbert Public Schools District Office. There will be signage and “elves” to guide you. Do NOT enter through the front of the museum. The first “stop” on the Santa Express is the Train Display area located in the parking lot off Elliot. This parking lot will be closed for parking.

Can I take photos and video?

YES! Please make sure to bring your own phone or camera to get a picture with Santa himself!

How should I dress for the Santa Express?

We encourage comfortable clothing such as appropriate pajamas or loungewear. Some events will take place outside and it will be chilly. Wear comfortable shoes, expect quite a bit of walking.

Are pets allowed at the Santa Express?

No pets allowed.

Is smoking allowed at the Santa Express?

Ours is a non-smoking campus.

Will I be able to bring a stroller?

You may bring a stroller, but keep in mind some areas are accessible only by stairs.

I am unable to attend, can I get a refund for my ticket?

No refunds are given for unused tickets.

Does everyone need a ticket to attend?

Yes, everyone who wishes to experience the wonder and joy of the Santa Express will need to pre-purchase a ticket. The exception is children under the age of 2, they do not need a ticket for entry but still must be registered.

Am I able to drop my children off that evening?

No, all child(ren) must be accompanied by an adult(s). This event is designed to be extremely family friendly and encourages generations to do life together. There will not be dedicated child supervision provided the evening of the event.