



Time for Magic

At Southcentre we believe that every child should have a magical holiday experience. Part of many families' holiday traditions is visiting Santa however; we understand that it isn't always possible when your child has sensory processing difficulties.

In partnership with Autism Calgary and as part of Southcentre's commitment to provide a magical holiday experience to all children and their families, we are pleased to offer children who have difficulties with sensory processing including those children with Autism, Asperger's, Cerebral Palsy, ADHAD and their families the opportunity to visit Santa during select times when the shopping centre is not open to the general public.

Q and A

1. When will the events happen?

- Sunday November 23 9:00 am-10:45 am
- Sunday November 30 9:00 am -10:45am
- Sunday December 7 6:30pm – 8:30pm
- Sunday December 14 6:30pm – 8:30pm

2. What will happen?

- Events are planned either before or after the shopping centres opening to provide a quieter more supportive environment
- Appointments can be pre-booked so that there is minimal to no waiting in line to see Santa. *Please note that due to the nature of this event there may be some waiting as delays may occur. Please ensure you are prepared with toys/games snacks in case minimal waiting occurs.
- The flashing lights in Santa's Enchanted Forest will be turned off
- The music in Santa's Enchanted Forest will be turned off
- Santa and Staff will receive pre information and training on sensory disorders
- Volunteers from Autism Calgary will be on site to provide support at parents request

3. Where do I park/go?

- The best place to park will be on the South side of the shopping centre near the Crate & Barrel entrance. Please enter the mall through the main doors and then proceed straight ahead to the down escalator. You will see Santa's Enchanted Forest and the registration desk.
- Please try to arrive about 5 minutes prior to your scheduled appointment time

4. How much time will my child get to spend with Santa?

- In order to accommodate as many children as possible we have allotted 5 min time slots to each family. This should allow for a visit with Santa and photos if requested. We understand that sometimes a time schedule can be challenging for families so we will do our best to adjust on the fly. For comparison it typically it takes an average family 3 minutes to see Santa.

5. Will you have support staff on site?

- Yes, Autism Calgary will have volunteers on site that can assist you at your request with strategies to help your child have the best experience possible.

6. Is there a cost for this event?

- There is no charge for visiting Santa. If you wish to purchase photos they will be available for purchase at our regular price. You are also welcome to take photos with your own camera if you wish.

7. Can I bring my child's siblings even if they don't have sensory processing challenges?

- Yes, you may bring your child's siblings with you as well so that you may get family photos with Santa. Please let us know when you register so that we can be sure to allow for enough time for all the children.

8. Will I be required to provide proof of my child's disability?

- No, you will not be required to provide proof of your child's disability

9. How can I make/change/cancel an appointment for my child?

- You can register your child by calling (403) 225-9100 Mon- Fri 9am-4pm. Please press 4 and leave a voicemail if there is no answer and your call will be returned.