

HOLIDAY HULLABALOO

FREQUENTLY ASKED QUESTIONS

Q IS THERE A DRESS CODE? YES!

- Holiday Hullabaloo invites all guests to visit us in style, although we ask that you refrain from wearing bikinis or thongs as your sole attire. **ITS COLD OUT!**
- Wearing inappropriate clothing or displaying clothing, tattoos, or other items with threatening or offensive words, imagery, or symbolism, or wearing large chains, spiked jewelry, etc. is prohibited.
- Costumes are welcome, but face covering or masks other than those required for health, safety, or religious reasons are prohibited.
- Shoes must be worn at all times.

Q I WANT TO VISIT! WHAT DO I DO?

- Pick a day and [buy tickets online](#)
- Arrive and park
- Gather your group and tickets
- Join the check-in queue

Q WHAT'S THE MAXIMUM NUMBER OF TICKETS PER ORDER/CUSTOMER?

For each order placed, you can purchase up to 14 tickets for General Admission, Children and Senior/Military*.

*Requires 1 military or dependent ID per ticket

Q HOW LONG SHOULD I PLAN TO BE AT HOLIDAY HULLABALOO?

Once you are inside the experience, there is no time limit. Most guests need at least two hours to fully experience our immersive exhibits so please plan accordingly.

Q CAN I GO TO THE ICE BAR/CAFE OR THE MARKETPLACE INSTEAD OF WAITING IN LINE?

No. You can only visit the bar/cafe area and the Marketplace once you have been checked in and granted access to the exhibit.

Q CAN YOU LOOK UP MY RESERVATION FOR ME IF I'VE LOST MY TICKET OR HAVEN'T BEEN ABLE TO PRINT IT?

Yes! We encourage everyone to have the QR code ready to be scanned via smartphone.

Q HOW DOES TIMED TICKETING WORK?

Timed Ticketing allows our guests to purchase tickets online for entry to Holiday Hullabaloo for a specific time slot.

There are two daytime time slots available for general admission: 10am–2pm and 2pm–6pm. And, of course, an evening slot 7pm–11pm for guests 21 and older. Choose the morning or afternoon for general admission and arrive in time to allow for at least two hours to enjoy the entire event.

When purchasing your ticket(s) online, you can select from any time slot that is not sold out*.

*To provide the best experience with minimal wait times, for every guest, we sell a set number of tickets for each time slot.

Q DOES MY WHOLE PARTY NEED TO BE TOGETHER TO CHECK IN?

Yes. No exceptions. If you are planning a visit and think members of your group might be arriving at different times, we suggest ordering your tickets separately.

Q CAN WE TAKE PICTURES AND VIDEO?

- Cameras, cell phones, and Go Pros are allowed to take photos and video.
- Non-professional, non-commercial personal photography is permitted.
- Professional recording equipment, photography/camera lights, tripods, selfie sticks, and drones are prohibited.
- Cameras with removable lenses or professional recording equipment are prohibited at Holiday Hullabaloo concerts and events.
- Photos and media taken inside of Holiday Hullabaloo are permitted for personal use only. The display or sale of any such media is strictly prohibited.

Q WHAT IF I HAVEN'T PURCHASED A TICKET ONLINE IN ADVANCE?

Easy. Grab your phone and go to holidayhullabaloo.eventbrite.com and purchase tickets to receive your QR codes right away. Our elves in Customer Support can help if you need it.

Q CAN I BRING MY STROLLER/LUGGAGE/BACKPACK INTO THE EXHIBIT?

Candy Cane Lane is a busy road. Please limit strollers to the umbrella style. Please leave luggage, backpacks, bulky coats, and other large items in your vehicle. If you are unable to leave them in a vehicle, we have a self coat-check area available. However, space is limited. Holiday Hullabaloo is not responsible for lost or stolen items.

Q DO YOU HAVE A LOST & FOUND?

Yes, we do! Please visit our Customer Service window found in the front entryway.

Q DOES HOLIDAY HULLABALOO GIVE REFUNDS?

We do not give refunds or credits for tickets.

Q WHAT FORMS OF PAYMENT ARE ACCEPTED AT HOLIDAY HULLABALOO?

Ticket purchases can be made online. Credit/debit cards only. No cash.

Q MISC.

Children are expected to be always supervised by a parent while visiting Holiday Hullabaloo. Please keep children close while visiting Holiday Hullabaloo. We have made every effort to make sure all displays are safe for children, and we would like your help to make sure this is a fun and safe event. Please let one of our elves know if you see something of concern and we will get to work on it right away.

**PLEASE ENJOY YOUR VISIT
TO HOLIDAY HULLABALOO!**

BUY TICKETS ONLINE NOW

**AN INNOVATIVEEVENTS
PRODUCTION BENEFITTING**

