



Cockburn Gateway Shopping Centre Santa Photography - FAQs

Question	Answer
<p>What happened to the free Santa photos at Cockburn Gateway?</p>	<p>Cockburn Gateway has transitioned to a professional Santa photo service to enhance memorable moments.</p> <p>The Santa experience now offers more Santa hours with convenient bookings 7 days a week. Photos are taken by a professional photographer and presented in a keepsake folder.</p>
<p>Can my child meet Santa without buying a photo package?</p>	<p>Yes, walk-in meet and greets with Santa are welcome, however subject to availability at the time. Please note, phone or camera pictures are not permitted with walk-in Santa meet and greets.</p> <p>We encourage customers to make a booking online to avoid disappointment.</p>
<p>Why is Cockburn Gateway now charging for a service that was previously free?</p>	<p>Cockburn Gateway continually evolves to meet the needs of our customers. Children are still permitted to meet with Santa, without the need to buy a photo package.</p>
<p>What is the cost of the new Santa photos?</p>	<p>Scene to Believe's Santa photography packages start from \$25.95 Customers can select the package that suits their budget or requirements.</p> <p>A VIP code will be available to Cockburn Gateway VIP members. The first 1,000 bookings made using the VIP code will receive a free 6x8 print add on and a \$10 Cockburn Gateway gift voucher when purchasing a package valued at \$34.95 or more. Terms and conditions apply.</p>
<p>Who is Scene to Believe?</p>	<p>Scene to Believe is an Australian photography company that specialises in creating, capturing, and sharing magical memories.</p> <p>A proportion of every Scene to Believe Santa photo sale is donated to the Butterfly Foundation, which helps support Australians impacted by eating disorders and body image issues.</p>
<p>Do I need to book to have our Santa photos taken?</p>	<p>To secure your preferred time, bookings are recommended to avoid disappointment; however, walk-ins are welcome based on availability.</p>
<p>When can I book?</p>	<p>Bookings for Santa photos will open on 27 November 2024, via the Cockburn Gateway website.</p>
<p>What times and dates are available?</p>	<p>Santa will arrive from 5 December and will be spreading Christmas cheer until Christmas Eve (24 December). Santa will be in-centre daily, with weeknight and weekend sessions available. Operating hours can be found on the Cockburn Gateway website.</p>



Can I get a discount on the Santa photos?	Cockburn Gateway is pleased to offer VIP members the opportunity to receive a free 6 x 8 print add on and a \$10 Cockburn Gateway gift voucher. Available for the first 1,000 bookings made, this offer is valid with any package booked over \$34.95 and is strictly limited.
Is Cockburn Gateway making money from the photos taken?	Scene to Believe will charge customers for their selected package as part of their professional service fee and a small proceed allocation will go back to Cockburn Gateway, however this service is focused on increasing the hours of Santa's appearance times and improved photo offer.
What if I don't like the photo that has been taken after I've paid?	As a professional service, Scene to Believe will give customers the choice to select their favourite photos at the end of each session. If you're not happy with the photo taken, you'll have an opportunity to try again.
Can I take my own photos?	As part of each photo package purchase, customers can still capture their own moment once the professional shots have been completed.
Will there still be Sensitive Santa sessions?	Yes, Sensitive Santa sessions will still take place and will be facilitated with bookings made through Autism WA
Do we need to pay for Sensitive Santa sessions?	Bookings are required for Sensitive Santa sessions; however, photography and the purchase of a photography package is not compulsory for these sessions.
Will there still be pet photography sessions?	Yes, pet photography sessions are available and due to demand, there are increased timeslots this year. These will be facilitated as part of the Scene to Believe photo experience. These can be booked via Cockburn Gateway website.
Do we need to pay for pet photography sessions?	Yes, the same service applies. Bookings to be made and once professional photos are taken, customers can also take their own photo.
How do I contact Scene to Believe with my query?	Scene to Believe offer a customer care service hotline. You can contact customer care on 1300 471 302 or visit their website scenetobelieve.com.au and make contact through the live 'chat with us' service
Is Cockburn Gateway holding Sensitive Santa sessions?	Cockburn Gateway will host Sensitive Santa sessions on Saturday 7 December and Sunday 8 December. Bookings are managed via Autism WA. <i>Bookings are currently full</i> – please email infodesk@cockburngateway.com.au with your name, email and phone number should you wish to be added to our waitlist.