

December Days & Nights 2016

Frequently Asked Questions

Why are adults being charged an entrance fee?

We are so excited that this event is growing in popularity each year! With this growth, our cost has also increased, and in order to continue this wonderful community event, we are now charging adults a minimal fee to attend. Adult entrance fee includes a \$10 food and beverage credit.

Where can I use the food & beverage credit?

The \$10 food & beverage credit can be used at any of our dining outlets (Veranda Fireside Lounge & Restaurant, The Bar, Café Granada, AVANT, Golf Grill). The credit is valid through January 31, 2017. It cannot be used at special dining events or holidays.

What are the hours of the event?

Event hours are 5-8pm (Tuesday, December 20th - Thursday, December 22nd)

I filled out the form online, am I registered for the event?

You are only registered for the event if you paid for your tickets through PayPal. If you left our website before being re-directed to PayPal, then your reservation is not complete and we cannot guarantee your tickets will be held for you. Please resubmit your order and complete payment OR contact us at rbiddn@jcreorts.com so that we can invoice you.

I purchased tickets through PayPal, where do I go to pick up my tickets?

Your tickets will be waiting for you at the registration desk which is located at the Santiago Pool Bar. Please bring a printed copy of your PayPal receipt in order to collect your tickets.

I am a Resort Club Member, where do I go to pick up my tickets?

Aubrey Paris will provide Resort Club Members with ticket collection information during the purchasing process. If you have any questions, please call 858.675.8484 or email AParis@jcreorts.com

I only have toddlers 2 & under, can they still decorate cookies and take a photo with Santa?

Yes! Please select the number of children you have ages 2 & under when purchasing your tickets online. Their complimentary tickets will be waiting at the registration desk along with your purchased tickets. Due to limited quantities, complimentary toddler tickets cannot be guaranteed for day-of collection and are distributed on a first come, first served basis.

I missed the online tickets sale. How can I make sure I receive next year's notification?

Our online ticket sales begin in November. This information was posted on our website and emailed to guests in our database. To ensure you receive notice next year, please opt in to our email database at the registration desk.