

We understand that plans can change, and we'll always do our best to accommodate you. Please take a moment to review our cancellation terms before confirming your booking.

Cancellations made more than 48 hours before your booked session time are eligible for a full refund.

Cancellations made within 48 hours of your booked session time are non-refundable.

No-shows will also be treated as cancellations within 48 hours and are non-refundable.

If you need to reschedule your booking, we'll do our best to accommodate you, subject to availability.

Refunds for eligible cancellations will be processed within 5–10 business days to the original payment method.

Please note that processing times may vary depending on your bank or payment provider.

Thank you for your understanding and cooperation — we look forward to creating a magical Santa experience for you and your family at Gowings Port Central or Gowings Coffs Central.