



When do tickets go on sale?

Sunday, November 12, 2017

How do I order tickets?

ALL tickets this year will be sold online via our website: macysrestaurants.com/santa. No phone sales.

Where can I find menu and pricing information?

Visit our [Menus & Pricing](#) page for more information.

Where are the events held at State Street in Chicago?

All Santa events are in the Narcissus Room on the 7th floor. If you are looking for more information on the Walnut Room, [click here](#).

What credit cards can I use to pay for my tickets?

We accept VISA, MasterCard, American Express and Discover.

Why does my confirmation say "Pick Up Order" when I am eating in at the restaurant?

We are using the same pay system as our on-line ordering, and the verbiage is compatible with that system. Please refer to the "Future Event" date on your confirmation, which indicates the event date for which you purchased tickets. Also note that your confirmation is your ticket to the event.

What if I change my mind about the event, location or date AFTER I have purchased my tickets?

All tickets are FINAL (NON-REFUNDABLE and NON-EXCHANGEABLE), so we advise that you are certain of which event, location and date you would like before completing your purchase.

What if I want to be seated with another party?

You will need to note that in the Comments section of the order and provide the other party's name. We will do our best to accommodate. If you have already placed an order, and did not fill in the Comments, you may [contact us](#) via our website or our Call Center at 1-877-556-2297 (Monday-Saturday, 10am-4pm CST) with the details.

What if someone in my party is gluten-free or has an allergy?

Please note that in the Comments section of the order—be aware that we are not a gluten-free or nut-free facility. We will do our best to accommodate.

What if I need a high chair or booster seat?

You will add that to the order. There is no charge, but it must be added to the initial order.

What is the age range on tickets (Adult/Child/Infant)?

Adults are 13 years and older; children are 1 year to 12 years; infants are under 12 months.

What type of entertainment will be provided?

All events will include Santa and Mrs. Claus. Other entertainment varies by event. Visit our [Entertainment](#) page for more information.

What is the gift this year?

The gift is a small reindeer stuffed toy.

What if I have additional questions or concerns?

You may [contact us](#) via our website or call 1-877-556-2297 during normal business hours.

What are the Call Center hours if I have additional questions?

Beginning November 13th, and through December 22nd, the Call Center will be open Monday-Saturday, 10am-4pm CST (closed on Sundays).

[SANTA EVENTS MOBILE WEBSITE](#)