



CHANGING OR CANCELLING YOUR BOOKING

If you need to change or cancel your booking you can do so by following the steps below.

Step 1:

Visit your shopping malls booking website and click on the Log in link at the top of the page.

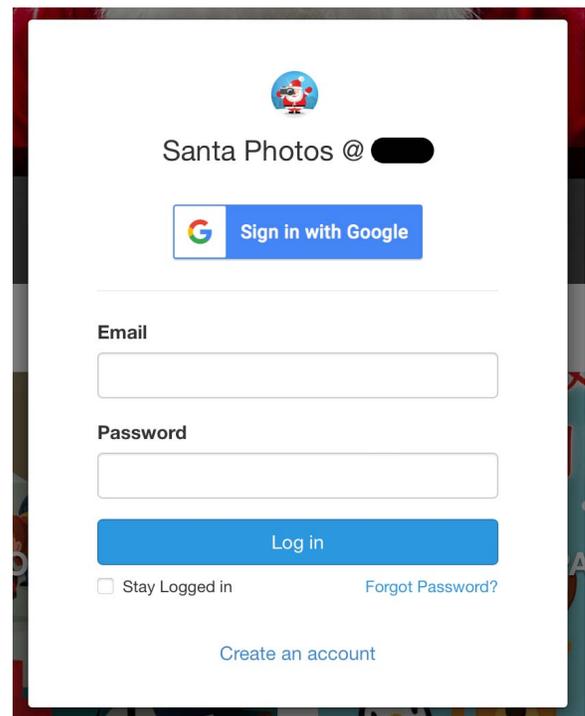


Step 2:

If you have already created an account, please log in using your account information.

If you haven't created an account yet, please do so by clicking on the Create an account link at the bottom centre of the box.

Please make sure that you use the **Same email** address that you used when you created the booking otherwise the booking will not be linked to your account.



Step 3:

Log into your account and you will see your name and a log out link.

Click on your name to enter your account.



Step 4:

Changing your booking:

You will see a list of bookings in your profile.

Click on the booking code that you would like to make changes to.

My Account

[← Back to Booking Page](#)

Bookings Account Saved Information

Bookings

Booking Code ↓	Created Date	Booking Date
VHDA-151121	2021-11-15	Fri Nov 19, 2021

Step 5:

You will see the details of the bookings that you clicked on, to make a change, click on the link in the top right called Edit the booking.

Invoice

[← Back to my account](#)

[Edit this booking](#)

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PAID

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1 8663686699
287 Killaly Street East
Port Colborne, ON, L3K 1P3
Canada

Booking ID: VHDA-151121
Created: November 15, 2021
Booking Date: November 19, 2021
Total (CAD): \$39.49

Step 6:

Click the Edit Item box to the right of the booking that you want to change.

Tax	Total
\$4.54	\$34.95
b-total	\$34.95
(13%)	\$4.54
\$4.54	\$39.49

Edit Item



Step 7:

You will be presented with a **date box** and a **list of times**.

Please select the new date and time that you would like your booking to be changed to and click on Save.

Your booking will be changed to the new date and time, you will receive an email with an updated booking invoice.

Nothing else needs to be done.

Hide unavailable items

Date: 11/19/21

Time slots:

- 01:00 PM - 01:30 PM
- 01:30 PM - 02:00 PM
- 02:00 PM - 02:30 PM
- 02:30 PM - 03:00 PM
- 03:00 PM - 03:30 PM
- 04:30 PM - 05:00 PM
- 05:00 PM - 05:30 PM
- 05:30 PM - 06:00 PM
- 06:00 PM - 06:30 PM
- 06:30 PM - 07:00 PM
- 07:00 PM - 07:30 PM
- 07:30 PM - 08:00 PM

CANCELLING YOUR BOOKING

The process is the same as above. If you do not see an option to cancel, then you are within the 24-hour non-cancellation period.

1. Log into your profile
2. Select the booking you wish to cancel
3. Click on the Cancel Booking link below the Green Paid button
4. Confirm the cancellation

A refund minus than \$5 cancellation fee will be issued to the card used for payment and will be posted to your account within 7-10 business days.

Total	Total Paid	Booking Status
\$0.00	\$0.00	Paid Cancel Booking

We hope that you've found this article helpful. If you are still experiencing difficulties, please submit a support ticket by visiting:

[Support.MySantaPhotos.com](https://support.mysantaphotos.com)

And click on the submit ticket link at the top right of the screen.

Please note that you will need to provide your booking ID and the shopping centre that you were booked into, so please have them handy.