

Frequently Asked Questions



What time is check-in?

3:00pm

What time is check-out?

12:00pm for non-holiday package holders. Late check-out is included in both of our stay package offerings this year, please visit [here](#) for more details.

What are Peppermint Park and Breakfast with Santa days/hours of operation?

Peppermint Park	5 to 9 pm	Nov. 23, 24, 30 and Dec. 1, 7, 8, 14, 15
	1 to 9 pm	December 20-23
Breakfast with Santa	9 to 10:30 am	Nov. 24, 25 and Dec. 1, 2, 8, 9, 15, 16, 21-23

Is there a list of event times for Peppermint Park?

Yes, click our [Peppermint Park Events Map & Activities Schedule](#) to learn more.

Where is Peppermint Park located?

Peppermint Park is located outdoors at the Hilton Anatole Hotel, in the Anatole Sculpture Park. West of the Tower Entrance, South of the West Wing Entrance and North of Verandah Club.

Is Peppermint Park outdoors?

Yes, but there are holiday offerings indoors as well, including [Geppetto's Marionette Theatre](#).

Where do I park?

We recommend parking in lot #4 or lot #5 (across Wycliff Avenue). Self-parking in lot #4 is \$20 per car, and self-parking in lot #5 is complimentary. There is also valet parking available at the Tower entrance for an additional fee. [VIP Holiday Package](#) holders will receive complimentary valet parking as part of their package.

Do I need a ticket to enter Peppermint Park?

Yes. If you are a hotel guest, your room key is your ticket (whether you have a hard key or are using Digital Key). Once your room key is presented, you will be issued an official wristband. Non-hotel guests can purchase tickets online or on-site, and will need a hard ticket or e-ticket in order to be issued an official wristband.

How can I attend Breakfast with Santa?

By booking one of our exclusive holiday stay packages. They really are the best way to go because we take care of everything!

I attended Breakfast with Santa last year, but wasn't a guest of the hotel. Can I do that this year? What gives?

Unfortunately, we are not opening up Breakfast with Santa tickets to the general public. So, yes, you can attend, but you must be a guest of the hotel. Package holders receive complimentary entrance as part of their stay, and non-package holders will have the opportunity to buy individual tickets provided they can present a confirmation number and/or room key.

Why should I book a package?

The average family will save over \$100 by booking a package as opposed to buying everything a la carte. Plus, [package holders](#) receive extra perks such as late check-out and complimentary admission to Breakfast with Santa.

I am a hotel guest but I am not staying under an official package. How do I get into Peppermint Park?

You'll be able to enter the park by presenting your room key or digital room key at the entrance. Once presented, you'll receive an official wristband.

How do I get into the meet and greet with Santa and Mrs. Claus?

Only super special elves are able to attend the meet and greet, but you can join in the fun by booking the [VIP Holiday Experience Package](#).

I don't want to book a stay package. Can I still attend?

Yes. Individual tickets can be purchased at www.peppermintpark.info. All activities inside the park require coupons, and no additional activities are available to the general public.

Can I visit Peppermint Park without being a guest of the hotel?

Please see above.

I don't want to book the VIP Holiday Experience Package. Can I still get a photo with Santa Claus?

Photos with Santa Claus will be available outside in the park area for additional costs and fees.

I'd love to post on social media. What's the official hashtag?

We're so glad you asked! #AnatoleMemories and #ChristmasAtTheAnatole

I have more than four (4) guests. Can I buy additional tickets into Peppermint Park and/or Breakfast with Santa?

Yes! Please visit our front desk, hotel concierge, or the friendly Peppermint Park staff at the entrances to purchase additional tickets to the park. Additional Breakfast with Santa tickets may also be purchased at the front desk.

Peppermint Park

What ages are the shows and events geared?

Peppermint Park is designed for all ages and families with the focus age being 3-12 years. Shows and activities are designed for those who believe in the magic of Santa.

What age do you charge?

Children under the age of three are admitted into the park for free, and all shows are included. Any ticketed events inside the park require coupons, regardless of age.

What happens if the park closes for inclement weather?

We allow ticket exchanges if the park closes due to rain, snow, sleet or extreme cold (below 38*) to return on any other day or night of operation.

What's the refund policy?

We do not refund ticketing. We do allow ticket exchanges for other available dates.

What type of food and drinks are inside Peppermint Park?

Gossip Bar, located just inside the hotel adjacent to Peppermint Park, will feature holiday-style concessions including hot cocoa, coffee, snacks and treats, and adult beverages. Food and drink will be available for purchase using cash, charge or room charge.

How long should we plan to stay?

The park is designed to hold the attention of children for up to four (4) hours.

What animals will be at the petting zoo?

The petting zoo will feature the types of animals that would've been present during the nativity, such as donkeys, goats, lambs and more.

For more information, please visit www.peppermintpark.info.

get full details & hotel packages at

ChristmasAtTheAnatole.com



Hilton Anatole

DALLAS