



Our Refund Policy

The Wonderland of Lights does not offer refunds; however, our customers may transfer their ticket to a friend or family member. Tickets are good any day throughout the engagement. The Wonderland of Lights does not accept any request for refunds.

If a ticket holder does not redeem their ticket, they forfeit their ticket without the possibility of refund or credit.

In the case of extraordinary weather, the event may be postponed by The Wonderland of Lights & Santa's Village. Please check our website for updates. The ticket holder does not have the right to make a judgement about inclement weather and can choose to use their ticket at any time during the engagement.

This policy is binding as of 7/24/2021. No agent or employee of The Wonderland of Lights or North Pole Productions may alter this policy.