

SkyPark at Santa's Village Code of Conduct

Updated September 2025

Welcome to SkyPark at Santa's Village! We strive to create a safe, inclusive, and enjoyable environment for all our guests. We kindly request that you read and adhere to the following code of conduct during your visit to ensure a positive experience for everyone.

1. Respect for All Guests and Employees: At SkyPark at Santa's Village, we value diversity and treat all guests with respect, regardless of their race, ethnicity, religion, gender, sexual orientation, disability, or any other characteristic. Please be considerate of others and refrain from engaging in any form of discrimination, harassment, or offensive behavior.

2. Appropriate Attire: We encourage our guests to dress comfortably and appropriately for a family-friendly environment. Please ensure that your clothing choices are modest and respectful to others. Any attire that contains explicit or offensive language, promotes violence, or is excessively revealing will not be permitted. Closed-toe shoes are required to participate in attractions.

3. Responsible Behavior: Guests are expected to behave responsibly and follow all posted signs, guidelines, and instructions provided by our staff. Please refrain from engaging in any disruptive, unsafe, or illegal activities that may endanger yourself or others. This includes but is not limited to running, pushing, shouting, littering, or vandalizing any property.

4. Queue Etiquette: We strive to provide an enjoyable experience for all guests, and waiting in line is a part of that experience. Please be patient and respectful while waiting in queues. Cutting in line, saving spots, or any other form of line-jumping is strictly prohibited.

5. Children/Teen Safety: The safety of all children and teens visiting SkyPark at Santa's Village is of utmost importance. Parents and guardians are responsible for their children's behavior and must supervise them at all times. Please ensure that children are not left unattended or engaged in any activities that may put themselves or others at risk.

6. Chaperone Policy: For the safety and well-being of all guests, any group of minors (age 15 or younger) visiting SkyPark at Santa's Village must be accompanied and supervised by a responsible adult chaperone to be admitted or remain in the Park after 4:00pm to close. The chaperone should be at least 18 years old and maintain constant supervision of the minors in their group.

7. No Smoking, Vaping or Drug Use: SkyPark at Santa's Village is a smoke-free, vape-free, and drug-free environment. Smoking, vaping, including the use of electronic cigarettes, and drug use are strictly prohibited within the park premises. Smoking and vaping tobacco products are only permitted at the guest's vehicle.

8. Photography and Filming: We encourage guests to capture their memorable moments at SkyPark at Santa's Village. However, please be mindful and respectful when taking photos or recording videos. Avoid invading the privacy of others, especially by taking photos or videos without their consent.

9. Electronic Device Restrictions: No outside flash is permitted on DSLR cameras inside Santa's House. The use of drones is strictly prohibited on SkyPark property including inside SkyPark at Santa's Village, SkyPark Bike Park or at SkyPark Camp + RV Resort.

10. Alcohol Policy: Alcohol consumption is allowed within the Village footprint at SkyPark at Santa's Village by guests aged 21 and older. However, please note that alcohol is not permitted on trails or attractions. Additionally, outside alcohol is not allowed to be brought into the park. We kindly request that guests enjoy their alcoholic beverages responsibly and in designated areas within the Village footprint. Please remember to drink responsibly and be mindful of others' safety and comfort while consuming alcohol. Any violation of this policy may result in removal from the premises without refund.

11. Pet Policy: While we love animals, only ADA service animals are allowed within SkyPark at Santa's Village. Please ensure that your service animal is under control and appropriately restrained at all times. Pets or emotional support animals are not permitted. For safety reasons, service animals are not permitted on any mountain bike trails and may be prohibited from certain attractions.

12. Food & Beverage Mobile Ordering: By providing your phone number, you agree to receive an order-ready text. This is not an opt-in for future texting. We don't use your provided phone number for anything else.

13. Compliance with Laws and Regulations: All guests must comply with local, state, and federal laws, as well as any additional regulations and policies set forth by SkyPark at Santa's Village.

Failure to adhere to this code of conduct may result in removal from the premises without refund. We appreciate your cooperation in helping us create a magical and enjoyable experience for all visitors. If you have any questions or need assistance, please do not hesitate to reach out to our friendly staff members.

Thank you for choosing SkyPark at Santa's Village! Enjoy your visit!