



General Fact Sheet

When is Holiday by the Bay open?

2018-2019 Season: November 21, 2018 – January 5, 2019

November 21 – November 25: 5pm-11pm

November 30 – December 2: 5pm-11pm

December 7 – December 9: 5pm-11pm

December 14 – December 16: 5pm-11pm

December 21 – December 30: 5pm-11pm

January 4 – January 5: 5pm-11pm

What does a Holiday by the Bay General Admission ticket include?

A General Admission ticket to Holiday by the Bay includes access to the event area and rides on the 100-foot long Reindeer Run Ice Slide. Guests can also enjoy our 30-foot tall Christmas Tree accompanied by Shine, a world-class dynamic light show that will be featured hourly.

Additional optional activities (fees apply) include the Iceberg Bumpers*, Elven Eatery (savory foods)*, Kringle Bakery (sweet treats)*, Yule Lodge (Holiday-themed beverages and bar)*, Claus Kitchen (gingerbread and sugar cookie decorating)* and Santa's Workshop (stocking decorating)*.

*Additional fees apply

What does a Holiday by the Bay Ultimate Cheer ticket include?

It includes General Admission plus 7 Activity Tickets redeemable for the Iceberg Bumpers (2), Bucking Reindeer (2), and one Cookie Decorating in the Claus Kitchen (3).

How do I purchase tickets and how much is admission?

Tickets are available online at hiltonholidaybythebay.com

Ages 12 & Up – \$20 - \$38

Kids 3-11 – \$15 - \$33

Children 2 & Under – Free

Military - \$5 OFF each ticket with Military ID (Must bring valid Military ID for entrance)

Tickets are also available at the Holiday by the Bay Box Office.

Ages 12 & Up – \$25 - \$43

Kids 3-11 – \$20 - \$38

Children 2 & Under – Free

Military - \$5 OFF each ticket with Military ID (Must bring valid Military ID for entrance)

\$1 from every paid admission ticket will be donated to The USO San Diego.

Can tickets be charged to a guest room?

No. Tickets cannot be charged to a guest room at this time.

Where is Holiday by the Bay located?

Bayfront Park at Hilton San Diego Bayfront – 1 Park Blvd, San Diego, CA 92101

Where do I park?

Holiday by the Bay parking is available at the Self-Parking Garage next to Hilton San Diego Bayfront. Self-Parking is \$20 with a validated parking ticket. Holiday by the Bay parking ticket validation is available inside event at Guest Services.

Valet Parking will also be available at the hotel, with a daily maximum cost of \$50.

Where can I find out more about Holiday by the Bay?

Our website will have the most detailed and up-to-date information about Holiday by the Bay. Please visit: hiltonholidaybythebay.com.

Social Media Information

Facebook: [facebook.com/hiltonsandiegobayfront](https://www.facebook.com/hiltonsandiegobayfront)

Instagram, Twitter, Snapchat: @HiltonBayfront

Hashtags: #HolidaybytheBay & #BayfrontMemories

Frequently Asked Questions

Want to book holiday parties, birthday parties, or private parties?

Please contact Aileen Babayan, Assistant Director of Events & Catering, at aileen.babayan@hilton.com or +1 619 321 4272.

Is there an ice rink this year?

Holiday by the Bay does not feature an ice rink this year. Instead, we are introducing a brand-new attraction and the only one of its kind in San Diego – Reindeer Run, a 100-foot long ice tubing slide.

How many times am I allowed to go down the Reindeer Run Ice Slide?

Your ticket to Holiday by the Bay allows you to go down the slide as many times as you would like based on lines and wait times.

What are Activity Tickets and how much do they cost?

Activity Tickets are used to access the Iceberg Bumpers, Claus Kitchen (gingerbread and sugar cookie decorating), Santa's Workshop (stocking decorations). Each Activity Ticket costs \$3 and they can be purchased at Guest Services inside of the Holiday by the Bay event area.

How much does it cost to decorate stockings at Santa's Workshop?

Stocking decorating requires 4 Activity Tickets (Cost: \$12) and includes the stocking and decorations.

How much does it cost to decorate a gingerbread or sugar cookie at the Claus Kitchen?

Cookie decorating requires 3 Activity Tickets (Cost: \$9) and includes one cookie as well as frosting and candy to decorate with.

How much does it cost to ride the Iceberg Bumpers?

Iceberg Bumpers require 2 Activity Tickets (Cost: \$6).

When can I come to Holiday by the Bay?

Your ticket is valid at any time during operating hours on your selected date.

Are there any age restrictions?

You must be at least 6 years old to ride the Bucking Reindeer. No tandem riding allowed.

Are there any height restrictions?

You must be 40" or taller to ride the Reindeer Run Ice Slide and the Iceberg Bumpers. No tandem riding allowed.

Do Hotel Guests receive a discount?

Hotel guests do not receive a discount on Holiday by the Bay activities.

We are pleased to offer \$5 Off to Military and their families.

If I purchased the Holiday by the Bay Room Package, can I upgrade my General Admission tickets to Ultimate Cheer tickets?

Ticket upgrades are available inside of the Holiday by the Bay event area at Guest Services. Based on availability. The upgrade charge from General Admission ticket to Ultimate Cheer ticket is \$23 per ticket.

If I don't purchase my tickets online, can I still get tickets at the event?

YES. But please note that online ticket purchasers save \$5 on the Box Office price, so we encourage our guests to buy online and save.

Can I use my ticket on a different day?

Yes. You can exchange your ticket for a different day at the Box Office by paying a \$5 Date Change Fee.

What should I wear to go on the ice slide?

We recommend long socks and pants that cover the knees. Gloves and a hat are recommended, as it can be windy down by the bay.

Do you have lockers? Where do I put my belongings?

We currently do not have lockers. Please note that Holiday by the Bay is not liable for any lost or stolen property.

Can my child wear a helmet?

Of course, extra protection is always a good idea. Holiday by the Bay does not provide helmets, but please feel free to bring your own.

Are there any special events or offers?

For an up-to-date event schedule, please visit: hiltonholidaybythebay.com.

Does the disabled community have an opportunity to participate in Holiday by the Bay activities?

Please see Holiday by the Bay staff.

If I do not want to ride the Reindeer Run Ice Slide, do I still have to pay for a Holiday by the Bay General Admission ticket?

Yes. A Holiday by the Bay General Admission ticket also grants you access to the exclusive event area.

Can I bring my own food and drinks into the Holiday by the Bay event area?

No. Outside food and beverage is not permitted.

Are pets allowed in the Holiday by the Bay event area?

No pets allowed. Service animals are welcome.

What is the difference between the Box Office and Guest Services?

The Box Office is located outside of the Holiday by the Bay event area. The Box Office is for admission purchases and change of date exchanges only.

Guest Services is located inside of the Holiday by the Bay event area. Guest Services can process ticket upgrades and activity tickets, validate parking, and answer any questions for guests.