



**JW Marriott San Antonio Hill Country Resort & Spa 'Hill Country Christmas' and ICE! FAQs  
NOVEMBER 23, 2024 – JANUARY 5, 2025**

**What are the hours of operation for all events and activities?**

Please note hours of operation may vary by event and by day. Click here for a detailed list of the hours of operation for this week's events. [www.jwhillcountrychristmas.com](http://www.jwhillcountrychristmas.com)

**What holiday attractions are available at the Resort?**

There are many different activities and events available for guests to enjoy at the Resort, including ICE!. For a full list of available options, please visit [www.jwhillcountrychristmas.com](http://www.jwhillcountrychristmas.com).

**What is Extra Cool Hour, and can I purchase it?**

Extra Cool Hour is an exclusive benefit for overnight guests at JW Marriott San Antonio Hill Country Resort & Spa and is a complimentary perk included with your room reservation. Extra Cool Hour provides early entry into attractions in Reindeer Ridge, which includes ICE!, Snow Tubing at Snow Flow Mountain and Snowball Build & Blast, one hour before they are open to day guests. Attraction tickets are still required and must be purchased separately and in advance. The Extra Cool Hour benefit is not for sale.

**Overnight guests may click here to secure your Extra Cool Hour exclusive benefit to the above attractions.** Please note, you will need to use the code provided in your pre-arrival email when checking out.

**Where can I buy my tickets?**

Advance purchase of tickets online is required. There are no physical, printed tickets and no box office on-site at the resort. All tickets are electronic and can be purchased online or over the phone. Once purchased, your e-ticket will be emailed to you. You can simply show your ticket on the phone to the attendant to be scanned prior to entering the attraction.

**Can I buy my tickets at the resort?**

No, there are no box offices at the resort. All tickets can be purchased online and an electronic ticket will be emailed to you.

**Are the tickets for timed entry or can they be used anytime?**

Depending on the attraction and its capacity, many of our experiences can only be purchased for a specific date and time. For all attractions that have timed entry, it is very important that you are not late for your selected time slot.

**Are tickets refundable?**

Tickets purchased by day guests are non-refundable. Overnight guests are permitted to change or cancel their attraction tickets at no charge up to 72 hours prior to arrival. Room confirmation number must be provided during the ticket booking process at the time of checkout. For cancel or change requests, please reply to your ticket confirmation email. Ticket insurance is available for purchase, and insurance cancellation policies will apply.

**Do you need to be a hotel guest to buy tickets?**



While most of our holiday events and activities are open to both day guests and overnight guests, some of our events do include special perks for overnight guests.

**How do I get my tickets if they are part of a package?**

All overnight guests who purchased a package will receive an email prior to the date of reservation with instructions on how to reserve your ticket timeslot and receive your e-ticket. There are no physical, printed tickets; simply show your e-ticket to the attendant who will scan it for entry.

**Can I purchase ICE! tickets at the door?**

Tickets must be purchased online, in advance, at [www.jwhillcountrychristmas.com](http://www.jwhillcountrychristmas.com).

**Is there a processing fee for tickets?**

There is a \$4 processing fee per ticket purchased on select dates.

**Can I combine ticket discounts?**

No, only one discount can be applied per ticket.

**What is the Chill Pass, and can I purchase one?**

The Chill Pass is an exclusive benefit for overnight guests of JW Marriott San Antonio Hill Country Resort & Spa and is a complimentary perk included with your room reservation. For overnight guests, Chill Pass offers front-of-line access and shorter wait times for ICE! and Snow Tubing. Tickets are still required and must be purchased separately and in advance. The Chill Pass benefit is not for sale.

**Does ICE! admission include complimentary hot chocolate?**

Admission to ICE! does not include complimentary hot chocolate. Hot chocolate is available for purchase in Reindeer Ridge.

**What time do I need to arrive for my timed ticket?**

Please plan to arrive 15 minutes early before your time slot. Our resorts are very large so please consider any time necessary to walk from the parking lot to the Christmas attraction. Guests who are more than five minutes late to their appointed time slot cannot be guaranteed entry.

**What do I do if I miss my timeslot?**

It is very important that ticket holders are not late for their selected time slot. Guests who are more than five minutes late to their appointed time cannot be guaranteed entry. Please see hotel service desk for further details.

**I understand the temperature in ICE! is 9 degrees Fahrenheit. What should I wear?**

All guests are provided signature blue parkas to help them keep warm. These parkas are calf-length, winter coats with hoods. Our parkas are available in all sizes, including children and infants, up to an adult 4XL. Even with the provided outerwear, we recommend dressing warm for the occasion. (Think winter at the North Pole). Hats and gloves are recommended (they are also available for purchase). Long pants and closed-toe shoes are required.

**Do I need to wear hiking boots in ICE!?**

All pathways through ICE! are carpeted, and hiking or outdoor boots are not required. We do recommend wearing comfortable shoes. Closed-toe shoes, however, are required.



**Is ICE! wheelchair and stroller accessible?**

The majority of the ICE! attraction is accessible by wheelchairs, while some of the areas inside are not (such as the ice slides). For regular strollers, we have a stroller parking outside the exhibit.

**May I take photos and shoot video?**

Guests are welcome to take photos and shoot video inside the ICE! attraction. It is important you check the manufacturer's information regarding the cold tolerance of your phone and/or still or video camera equipment prior to entering. JW Marriott San Antonio Hill Country Resort & Spa is not responsible for damage to any phone and/or camera equipment. One thing you might expect: a fogging of your lens after exiting ICE! into warmer temperatures. This usually dissipates once you are in more normal temperatures for a little while. For safety purposes, tripods and related equipment are not allowed.

**Can I change my time slot?**

You may change your time slot for ICE! based on availability by replying to your ticket confirmation email.

**Where do I park when coming to see ICE!?**

We offer multiple parking locations both on-site and off-site with a shuttle service. Upon arrival, please follow signs to your designated parking location. We highly recommend arriving early to allow ample time for parking. Additional parking fees may apply. Details on parking availability to come.

**Is there a parking fee?**

In and out privileges are for overnight guests only. Day guests are charged per entry. Tax is additional to listed rates. Additional parking fees may apply. Details on parking availability to come.  
\$45 – Valet – Available on Select Dates for Day Guests & Daily for Overnight Guests

**How long does it take to walk through the attraction?**

You can spend as much time as you would like inside the ICE! attraction. Please remember that it is a frosty 9 degrees Fahrenheit inside the exhibit, so you'll want to bundle up and keep that in mind when it comes to how much time you plan spend. Most guests will experience ICE! between 20-40 minutes.

**Are the ice slides inside the ICE! attraction for adults too?**

The ice slides are made for guests of all ages. Guests must be able to walk up the stairs on their own, to take a ride down the slides. Please keep in mind that you must wear one of the provided blue parkas to ride down the slides.

**What is the height restriction for Snow Flow Mountain?**

The height restriction for Snow Flow Mountain is 42" tall. All riders must be able to carry their own tube to be able to ride this ride. Riders are limited to one rider per tube. Parents holding their children on their lap on this ride is not allowed. Before purchasing your mobile tickets online, please be sure to read the 'Know Before You Go' rules and restrictions on the ticketing site.

**What is the check-in process for overnight guests?**

Check-in begins at 4pm. If you arrive on-site and your room is not yet ready, you can choose to leave your luggage in the car or drop it off at the Bell Stand. Come prepared for fun so that you can immediately begin to enjoy the resort activities while our teams prepare your room. After you join our waitlist, or complete your Mobile Check-



In, we will simply text or message you through the Marriott Bonvoy App when your room is ready. You can then use Mobile Key or stop by the Front Desk to receive your room keys. If you forego the desk, we do recommend you stop by later in the day to receive your exclusive guest wristbands.

**How do I receive exclusive benefits as an overnight guest?**

All adults in your party will be provided a wristband at check-in. This wristband unlocks exclusive benefits available to our overnight guests. Upon check-in you will scan the QR code on your band to review your “Exclusive Hotel Guest Benefits”. Please note - perks may vary slightly day-by-day.

**Where should I park as an overnight guest?**

On all peak days, our overnight guests will have exclusive access to our Resort Parking Garage and Valet Services (pending availability). Please be aware that traffic entering the resort and parking delays are possible due to a high volume of guests during the season. We highly recommend allowing yourself extra time upon arrival, especially during peak check-in periods.

**What type of payments are accepted at the resort?**

Please be aware that our resort is cashless and accepts credit card only, including at the front desk, food and beverage locations, retail, special events, parking, etc.

**Where can I dine on property during my stay?**

We have multiple restaurants and grab-and-go options at the resort. Overnight guests receive priority seating in our restaurants and on certain peak days and evenings our restaurants are open exclusively for overnight guests, however, a wait time is possible and we highly recommend making a reservation in advance if choosing to dine at 18 Oaks.