

QUEST

New York, The Hamptons, Greenwich, Palm Beach, Miami, and Charleston

You Can Now Write a Letter to Santa...And He'll Write Back

By Sharae Hamilton on Wednesday, December 5, 2018



Take the opportunity this holiday season to participate in *Letters to Santa* program custom to *The Towers at Lotte New York Palace*. Each year guests are provided customized postcards to write their very own letter to Santa and 'mail' them in the hotel's Santa mailbox.



Lotte New York Palace

Inspired by Macy's holiday post office that would collect letters to Santa from local children and respond to them, Lotte New York Palace Food & Beverage Director, Martin Mariano's launched the program in 2017 receiving nearly 2,000 letters in the inaugural year. Santa's mailbox is set up in the hotel lobby at the top of the grand staircase the Monday after Thanksgiving. The Guest Experience team sends a North Pole Postman each afternoon through the lobby to pick up the cards deposited in the mailbox. Each letter is then read by Guest Experience Elves and Santa Claus himself who is played by Martin Mariano. Each guest can expect a personalized response from "the desk of Santa Claus" creating treasured memories of the Holiday Season.



Lotte New York Palace

People around the world and of all ages are invited to participate in *Letters to Santa* this holiday season at *The Towers at Lotte New York Palace*.