

SANTA'S LAPLAND

SANTA'S AURORA SENSORY & ACCESSIBILITY GUIDE



INTRODUCTION

We have created this guide to support all our guests in understanding the different sensory experiences and accessibility aspects they may encounter during their time with Santa's Lapland.

It also includes helpful information for guests with accessibility requirements, dietary needs, or those who may benefit from additional support, so everyone can enjoy a fun, exciting, and safe adventure in Santa's Lapland. We have created two separate guides: Santa's Lapland Magic and Santa's Lapland Aurora Sensory and Accessibility Guides. Please read both carefully to determine which programme best meets your needs and requirements.

As you read on, we'll provide helpful hints and tips about the sensory aspects of each included activity as you prepare for the Great Search for Santa.

Please note, we'll provide details and imagery of the Santa's Lapland experience which may reveal some of the top-secret magic.

While our Santa's Lapland holidays are not fully accessible, we will do our best to make the experience as inclusive as possible, where we are reasonably able to do so.

Our Santa's Lapland Team are here to help.
If you want to discuss the Santa's Lapland experience before you book or tell us about your access requirements, give us a call on **01483 944 974**.

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PREPARING FOR YOUR VISIT

WHAT'S SAARISELKÄ LIKE?

Saariselkä is a small village 250 kilometres north of the Arctic Circle, with a range of hotels and restaurants dotted along the main street and relatively flat terrain.

TEMPERATURE & OUTSIDE CONDITIONS

Temperatures throughout November and December average -12°C but can drop as low as -35°C. Roads and paths are usually covered in hard-packed snow or slush, with deeper snow in quieter areas. With your included thermal suit and boots, plus the layered clothing that you bring with you, the cold is manageable. Keep moving and use warming areas to stay comfortable. Younger children and neurodiverse guests may find it more difficult to manage their body temperature in cold weather. To help keep everyone safe and comfortable, please ensure they are wearing all their layers, especially outer clothing whenever outdoors.

DAYLIGHT HOURS

During December daylight is limited to about four hours of low level sunlight - rising around 11am and setting by 2pm, leaving behind a mystical aura of pink and yellow hues in the sky. It might be darker than you are used to but keep your eyes peeled for a potential glimpse of the Northern Lights dancing across the skies!

SANTA'S ELVES

Energetic, excitable and enthusiastic, Santa's Elves are always up to mischief and keeping everyone on their toes. Our cheeky elves are known to appear at the airport when you first land, and they can get very excitable when meeting new faces. If you don't wish to participate in their mischievous ways or you'd like to watch from afar that's no problem! Just let them know and they'll go and be cheeky somewhere else.

WHO TO ASK FOR HELP

If you need any assistance, our friendly Santa's Lapland Team will always be on hand to help. Whether that's when booking your magical holiday, before departure or when you're in resort. It can be difficult to get any kind of answer from the elves, they are always giggling and speak their own language - Elfish!

PREPARING FOR YOUR VISIT

ARE SANTA'S LAPLAND HOLIDAYS SUITABLE FOR REDUCED MOBILITY & WHEELCHAIR USERS?

Our Santa's Lapland holidays are not fully accessible however we will do our best to make the experience as inclusive as possible, where we are reasonably able to do so.

Please inform us of any accessibility requirements at the time of booking so we can recommend suitable accommodation and ensure your holiday experience is as comfortable and enjoyable as possible. Our Santa's Lapland Team will be happy to provide more detailed information about the various elements of the trip. By sharing your needs in advance, we can better tailor your experience to suit you and your travelling party.

ARE MOBILITY AIDS AVAILABLE?

Wheelchair skis are available free of charge for Santa's Magic holidays but must be requested in advance, as only two sets are available. These are provided to you during your Search for Santa Day; a member of your party must be strong enough to control and guide the wheelchair ski over uneven and snowy ground.

Wheelchair skis are not entirely ideal around Saariselkä resort centre as the roads and paths are gritted, making them harder to manoeuvre. A sled may be easier to use in resort, especially for children.

WHAT ARE WHEELCHAIR SKIS?

Wheelchair skis are small skis that attach to the front wheels of a standard two wheeled wheelchair to help users move in snow and ice. They are designed to improve mobility and prevent the wheelchair from sinking and require someone strong enough to push the wheelchair.



If wheelchair ski adaptations are needed for the whole duration of your holiday, please inform us at the time of booking – these will need to be reserved for you by the Santa's Lapland Team. These will be provided at the thermal shop, which you'll visit on the transfer to your accommodation.



TRANSPORT

AIRPORT & FLIGHTS

The airport at Ivalo is very small and very busy with hundreds of people arriving and leaving each day. Due to its location in the Arctic Circle, facilities that may be available at your UK departure airport, such as quiet zones or accessible waiting areas, will not be available. There is no ambulant or step-free access to and from aircraft at Ivalo airport, however if you require assistance please let us know in advance so we can speak to the airport.

Often your Santa's Lapland Team will ask you to wait on the coach if the airport is too busy. This is so you do not need to queue outside in the cold, as the check-in area cannot fit everyone in at the same time.

We recommend purchasing food and drink before you leave your hotel for your journey home as Ivalo airport has very limited food options. In some cases, bad weather can cause delays, so we'd also recommend making sure you have your favourite toys or games to keep you occupied if there is a wait at any point in your departing journey. During the flight, you may experience festive games and/or singing. You can participate in these as much or as little as you like.



TRANSFERS

COACH TRANSFERS

Whilst you are in Lapland you will travel on coaches with other families who have come to explore Lapland and search for Santa. On the coaches, the Santa's Lapland Team will use the microphone to tell you important information at the start and end of each journey.

All guests must be able to manage the steps on and off the coach safely. If you have limited mobility but can board the coach, our Santa's Lapland Team may be able to reserve seats towards the front of the coach to make your journey more comfortable. Please let us know in advance so we can try our best to arrange this. For safety reasons, children are not permitted to sit in the front row or in the seats directly behind the steps at the rear of the coach.

During the coach travel, you may experience festive games and/or singing. You can participate in these as much or as little as you like.

ARE ADAPTED TRANSFERS AVAILABLE?

An adapted taxi is available for guests on our Santa's Magic programme, suitable for one wheelchair user and one companion. To ensure everything is arranged for your holiday, this must be requested through our Santa's Lapland Team at the time of booking.

The service is subject to availability and carries an additional charge. Once availability has been confirmed, it can then be booked and paid for in advance.

ACCOMMODATION: GOOD TO KNOW

ARE ADAPTED HOTEL ROOMS AVAILABLE?

Our hotels' definitions of accessible rooms can vary; however, they are generally either on the ground floor or accessible by lift, and typically have accessibility aids in the bathroom, such as grab handles and adapted toilets.

We have selected a couple of suitable hotel options for guests with reduced mobility; however, we do not recommend apartments or external rooms. These need to be requested and confirmed with the hotels directly as there are only a small number of accessible rooms in each hotel. Please speak to your Santa's Lapland Specialist or Travel Agent at the time of booking if you require an accessible room.

Please note that accessible rooms are not confirmed until advised by our Santa's Lapland Specialists.

SPECIAL DIETARY REQUIREMENTS

If you have a severe allergy or intolerance, i.e. where certain foodstuffs must be completely avoided, it is important that you let us know before booking with us so we can confirm that the hotel you have chosen is suitable for your needs. The following dietary requirements can generally be catered for during your Santa's Lapland holiday. However, all allergies and intolerances, even if listed below, are subject to confirmation by the hotel.

Please ensure you notify us of any special dietary requirements at the time of booking

- Vegetarians
- Pescatarians
- Dairy free
- Gluten free
- Nut allergies
- Vegans (limited options)
- Other common allergies

All meals (including breakfast, dinner and lunch during the Search for Santa Day) will be served buffet style. There will be labels and/or menus dotted around with the common allergens, however if it is a severe allergy we suggest that the guests speak to the restaurant staff to ensure meals are suitable. The hotel kitchens do not have a separate allergy prep sections; however, the surfaces and utensils will be thoroughly cleaned.

HOW TO KEEP WARM

Winters in Lapland are very cold, so you'll need to wear the right clothing to keep warm and comfortable. You will be provided with a thermal suit, boots, mittens and a pair of woollen socks to make sure you are nice and warm for your adventures in the snow.

COLLECTING YOUR THERMAL SUITS & BOOTS

You'll collect your clothing at the thermal shop during your airport transfer. Each coach group enters in turn and walks through a one-way system, collecting items as they go. You may be asked to wait on the coach until it's your turn. You'll receive a sack to carry everything to your accommodation, where you can try everything on. Need a different size? Simply return to the shop for an exchange.

WHAT IS IT LIKE WEARING A THERMAL SUIT?

The thermal suit zips up at the front and is worn over your several base layers like thermal tops and leggings. It might feel a little bulky or make a rustling sound when you move, but that's completely normal. It's specially designed to keep warmth in and the cold out, while still allowing you to move comfortably and enjoy the snow.



Your Thermal Suit, Boots, Socks & Thermal Mittens

Thermal Woollen Socks	• Made of thick woollen material • May feel a bit funny if you've not worn them before • We recommend wearing a pair of your own socks underneath • Please bring your own spare socks as we recommend wearing two pairs
Thermal Boots	• Will be at least one size bigger than your usual shoe size • Room for your thick woollen socks, but still with space to wiggle your toes • Extra space helps to keep your toes warm
Thermal Snowsuit	• A onesie designed for cold weather • Made from a thick, water resistant material • Wear over your base layers • You'll step into each leg like a pair of trousers, then pull it up and slide your arms into the jacket • Zip down the legs to secure the suit over the thermal boots • Zip up the middle like a coat
Thermal Mittens	• Made with a special thermal layer to keep your hands warm • Recommend bringing your own liner gloves
Hats & Other Items	• These are not provided, so please bring your own

WHAT TO BRING

To help you out, we've compiled a complete list of what clothes to take to Lapland when travelling during November and December. We recommend bringing more than one set of base layers so you can change into a clean pair if needed or add extra layers when it's very cold. To begin with, you may feel you don't have as much room to run, jump or dance around wearing all of this new clothing. We know the different layers and materials might not be what you are used to, so we hope this information will be useful to help prepare for your visit.

Top Tip: bring a spare set of hats and gloves as they'll get wet and cold in the snow – then you'll always have a dry set available.

What to pack	
Thermal Base Layers	• Wear several layers of loose-fitting clothing • Long sleeved tops and trousers made from wicking materials such as fleece and wool are best • Avoid cotton or denim when you're outside
Balaclava/ Buff	• Great for keeping the wind chill off your face
Warm Hat	• You lose most of your heat from your head, so a hat is very important • Brightly coloured hats will help you keep tabs on your little ones
Gloves (including liners)	• Special gloves will be provided but you can bring your own liners
Socks	• Woollen socks are provided but bring plenty of your own warm socks to wear underneath
Swimwear (for the sauna)	• If you'd like to experience a Finnish sauna then bring your swimwear (although the traditional Finnish way is to wear nothing at all!)
Sensible Shoes	• Choose comfortable shoes for the flight, and to wear indoors • Special thermal boots will be provided to wear outdoors
Evening Wear	• It'll be warmer inside so you can pack nice clothes for the evenings • Christmas jumpers are highly encouraged!

Top tip: At times during your visit to Lapland, there may be periods of waiting, and some experiences might include bright lights, loud sounds, or busy environments. If you usually travel with noise cancelling headphones or even your favourite toy or fidget toy then be sure to bring them along!

YOUR SANTA'S AURORA 2 NIGHT ITINERARY

An overview of your Santa's Lapland itinerary and what to expect each day.

Day 1	
Morning	Fly from the UK and land at Ivalo airport, keep your eyes peeled for the cheeky elves waiting to greet you.
	See our Santa's Lapland Rangers at the airport and get your transfer information.
Afternoon	Arrive at your accommodation and check in. There's an afternoon tea buffet lunch included, for you to enjoy when you're ready. Your thermal suit & boots are ready to collect from the hotel thermal shop once you have settled in.
Evening	It's time for your Wilderness Dinner & reindeer sleigh ride, you may even see some elves! Your departure coach time will be on the hotel noticeboard.
	Remember to check your accommodation noticeboard for your departure time to the Search for Santa Day.

Day 2	
Morning	Enjoy breakfast and board your coach to your Search for Santa Day.
	You have all day to enjoy the Aurora Activity Centre and the activities.
Afternoon	Lunch is included today, and you will get information about this on your morning transfer.
	Once you have finished your Search for Santa Day there will be a coach back to your accommodation from 3 – 4pm.
Evening	Remember to check your accommodation noticeboard for your departure time for your snowmobile sleigh ride and airport transfer.

Day 3	
Morning	Have some breakfast and get ready for your snowmobile sleigh ride.
	Then it's time for your airport transfer and flight home.

Please note: There's always a member of staff around to help, so please don't hesitate to ask - no matter how big or small your question is.

YOUR SANTA'S AURORA 3 NIGHT ITINERARY

An overview of your Santa's Lapland itinerary and what to expect each day.

Day 1	
Morning	Fly from the UK & land at Ivalo airport, keep your eyes peeled for the cheeky elves waiting to greet you
	See our Santa's Lapland Rangers at the airport and get your transfer information. On your transfer you will collect your thermal clothing before checking into your accommodation
Afternoon	Arrive at your accommodation and check in. There's an afternoon tea buffet lunch included, for you to enjoy when you're ready. Your thermal suit and boots are ready to collect from the hotel thermal shop once you have settled in.
Evening	It's time for your Wilderness Dinner & reindeer sleigh ride, you may even see some elves! Your departure coach time will be on the hotel noticeboard
Day 2	
All day	Enjoy a full day in Lapland however you want to spend it. For guests arriving on the 23rd or 24th December 2025 your free day will be on 'Day 3'. Remember to check your accommodation noticeboard for your departure time to the Search for Santa Day
Day 3	
Morning	Enjoy breakfast and board your coach to your Search for Santa Day
	You have all day to enjoy the Aurora Activity Centre and the activities
Afternoon	Lunch is included today, and you will get information about this on your morning transfer
	Once you have finished your Search for Santa Day there will be a coach back to your accommodation from 3 - 4pm
Evening	Remember to check your accommodation noticeboard for your departure time for your snowmobile sleigh ride and airport transfer
Day 4	
Morning	Have some breakfast and get ready for your snowmobile sleigh ride
	Then it's time for your airport transfer and flight home

Please note: There's always a member of staff around to help, so please don't hesitate to ask - no matter how big or small your question is.

SENSORY GUIDE KEY

This key will be used to highlight the sensory elements within the activities on your search for Santa day

Element	Category	Types of Stimulation
	Visual	Use of props, lighting, performances, animals
	Auditory	Louder sounds produced by performances, groups gathering (restaurants, performances, singing), equipment (snowmobile) or animals (barking)
	Scent/smell	Odour, this could be from the restaurant, a fire or animals
	Motion	Kinetic movement (husky, reindeer, snowmobile sleigh ride)
	Elements of surprise	Sections of the experience that are not clearly identified. May include elements in a waiting area or during the experience
	Elements of smoke/fire	Log fires, fireplaces, log burners
	Dim interior lighting	Some experiences have low level lighting for theatrical effect
	Wait	Wait time (restaurants, kotas, warming rooms, sleigh rides, performances)
	Theatrical effects	Use of theatrical elements, set, elves performance, audience participation, group games

Sensory Levels	Low	Medium	High	Very High
	1	2	3	4

SANTA'S AURORA

SENSORY ELEMENTS									
Wilderness Dinner	2	2	3		3		2		2
Reindeer Sleigh Dinner			2	1	2	4		2	
Husky Sled Ride		4	2	3				2	
Santa's Elves Workshop	3	3			3		3	1	4
Enchanted Trail	3	1			1		2	1	2
Magical Sleigh Ride			2	2	2			3	
Santa's Secret Log Cabin	2				3		3		
The Final Stop	4	3		4					3
Lunch Restaurant	2	2	2					2	
Warming Room	2		3			4	2	1	
Snowmobile Safari		4	3	4				1	



YOUR FIRST EVENING

WILDERNESS DINNER - YOUR FIRST EVENING MEAL

The Wilderness Dinner takes place in a large Lappish Kota, which is reached by a 25 minute coach journey. You will be served a Lappish set menu on traditional Finnish tableware, and maybe an elf will come in to tell you a story.

Just so you know, there will be other families eating at the same time as you and your family. The Kota will be filled with talking, laughing and excitement to be in Lapland and the Search for Santa the next day. We hope it will be a bustling but cosy experience.

REINDEER SLEIGH RIDE

You and one other person from your group will have your own personal sleigh. The sleighs are quite deep with a bar on either side - it can be a little tricky to get into the sleigh, but your reindeer guide will give you instructions on how to safely climb aboard and get settled in. Once everyone is settled your reindeer sleigh ride begins and is driven by the Reindeer Guide.

Remember to stay seated and keep your hands and feet inside the sleigh, sit back and enjoy the ride! Unlike the huskies, reindeer are very quiet animals and can be quite anxious. It's very important to be calm and quiet around the reindeer so as not to frighten them. The reindeer sleigh ride is very peaceful and has a much slower pace than the huskies sled ride.

There will be a crackling open fire outside.

SENSORY ELEMENTS									
Wilderness Dinner	2	2	3		3		2		2
Reindeer Sleigh Dinner			2	1	2	4		2	



HUSKY SLEIGH RIDE

The husky sled ride is an exciting, fast paced activity with several sleds setting off together across the snow. Before the adventure begins, adults will take part in a short safety briefing with the husky guides, ensuring everyone is confident and prepared to drive the sleighs. Meanwhile, children will enjoy a fun singalong with Aurora Representative to the side. Once ready, listen carefully to the husky guides and be prepared to act quickly when instructions are given – the huskies move at quite a pace.

SLED

The sleds are handmade out of wood and are very low to the ground. To get into your sled you will need to step over the rail, and crouch down to sit and get comfy. You'll sit one person in front of another when you are in the sled and you will need to support your own body weight. Once in the sled, be sure to keep your hands and feet inside the sleigh and stay seated. As soon as everyone is ready, you'll be moving quickly across the snow. It's a bumpy ride, so hold on tight. We recommend you have a buff to cover your face as it can get very cold with the wind chill.

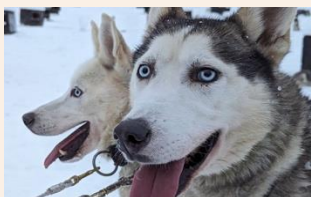
CAN I REQUEST A DRIVER?

At least one adult in the group will drive the husky sled. A full tutorial is given on how to drive the sled, but if no one in your party is comfortable driving, let us know at the time of booking so we can try to arrange a local driver for your sled. It's important that you inform us of this requirement at the time of booking, as availability is limited.

HUSKIES

Just so you know, our huskies can be quite noisy and full of energy when you arrive for your husky sled. You don't need to be worried, they're just extremely excited to get running! They won't be noisy for long. Once they start running, they are quiet and focused on working together as a team. Our huskies run very fast which will feel quite cold on your face as you whoosh through the snow. One last thing, our huskies are working dogs, which means they are a little different to your pets at home. Please don't approach the huskies or try to pet them until after your ride and with one of the guides present.

Important information: You will get a set time for this activity on your transfer to the Arctic Circle Centre. It's important you make this on time, as we will not be able to reschedule your husky sled ride.



SENSORY ELEMENTS

Husky Sled Ride



4



4



2



3



2





ELVES WORKSHOP

ELVES WORKSHOP

The Elves Workshop is an immersive and interactive performance, with lots to see, do and discover. The workshop is yours to explore and you'll be encouraged to have a good look around!

It's important to note that during the workshop experience there will be elements of surprise, loud noises and atmospheric music, as well as flashing lights. There will also be some audience participation, but don't worry you can be as involved in as much or as little as you like.

You will come across some cheeky elves in the workshop, they have lots to do to help Santa get ready for Christmas. Sometimes they will invite you to be cheeky with them - if you don't wish to participate in their mischievous ways or you'd like to watch from afar that's no problem. Just let the Santa's Lapland Representative know at the door before you go in.



SENSORY ELEMENTS						
Elves Workshop	3	3	3	3	1	4



ENCHANTED TRAIL

ENCHANTED TRAIL

Step onto a twinkling path through the snowy forest and listen to the sounds of bells and chimes drift through the air, guiding you into an enchanted elven world, wander among frosted trees, sparkling snowflakes, and discover the flora and fauna of Santa's Lapland at your own pace. Along the way, you'll encounter musical instruments such as chimes, drums and bells, where you can make your own Christmas tunes, and you might even glimpse the cosy cabin of the Forest Elf. Don't forget to capture an Elfie along the way! Keep your eyes peeled – can you spot the golden snowflake hidden somewhere on the trail?

This is a self-guided trail, set outdoors on uneven and snowy ground. It is not recommended for guests with reduced mobility, pushchairs, or wheelchairs.

SENSORY ELEMENTS						
Enchanted Trail	3	1	1	2	1	2



MAGICAL SLEIGH RIDE

MAGICAL SLEIGH RIDE

Your magical sleigh is pulled by a snowmobile - it's such a fun way to travel! To get into your magical sleigh, you will need to raise your leg up and step over the sides into the sleigh. The sleigh is reserved exclusively for your family and can accommodate up to eight passengers, seated in rows of two. If any member of your group is unable to board, even with support, please speak to a Santa's Lapland team member in advance. We'll do our best to arrange an alternative way to reach Santa, though this may require some flexibility with timings.

Once aboard, you're all ready to go - just be sure to keep seated with your hands and feet inside the sleigh. We want you to know, there will be noise from the snowmobile and the faint smell of fuel as you Search for Santa. There may also be some elements of surprise along the journey. Keep an eye out for those excitable elves, you might hear them before you see them but where they are Santa isn't usually too far away!

When you arrive at Santa's cabin the elves will approach the sleigh - they are very energetic, keen to interact and may even jump in your sleigh. If you would prefer that the elves keep their distance, please speak to a Santa's Lapland Representative before you get on the Magical Sleigh Ride.

We'll let you in on a little secret, Santa's cabin is deep in the wintery forest and due to the branches of the trees and the limited daylight this means it can be very dark.

Top Tip: Speak to any of our Santa's Lapland Representatives who can advise when there is no wait time for the Magical Sleigh Ride.

SENSORY ELEMENTS				
Magical Sleigh Ride	2	2	2	3



SANTA'S SECRET LOG CABIN

SANTA'S LOG CABIN

Once you have found Santa's cabin nestled deep in the wintery forest, you'll be met by excited elves! Watch your step as you enter the cabin, there are a couple of steps into Santa's cabin. The team will endeavour to adapt your experience, and this may require you to be flexible on when this happens – but don't worry, you'll still participate in the magic.

The cabin is very cosy and warm. There is a log burner to heat the cabin and there will be the smell of smoke as the fire lights the room in a golden glow. The lighting isn't bright and the crackling fire will sound in the background as you meet Santa and talk about your Christmas wishes.

Santa will be seated and you will be able to sit beside him or wherever you feel comfortable in the cabin. You won't have any physical interaction with Santa but there will be an opportunity to take photos.

SENSORY ELEMENTS			
Santa's Secret Log Cabin	2	3	3



RESTAURANT, REST STOPS & TOILETS

The average temperature in Lapland during November and December is -12°C so it's likely you will need to take some breaks from your time in the snow to rest and warm up.

LUNCHTIME RESTAURANT

The entrance is accessed by steps and is set up as self-service, so you can choose exactly what you like to eat. There is a queuing system to follow and when you're at the front of the queue there will be a vegetarian or meat option to choose from. It can get quite busy over lunchtime or when it is really cold outside as everyone comes together to warm up! When it is busy, you may need to share a table with another family whilst you eat, and it might be noisy whilst everyone enjoys their lunch. If you would prefer to eat at a quieter time, we would recommend arriving at the restaurant between 11am - 12pm or 2pm - 3pm. For allergies or dietary requirements, please notify our Santa's Lapland Team at the time of booking.

When you head into the restaurant be sure to unzip the top of your thermal suit, hat and gloves so you don't get too hot inside.

WARMING ROOM

You can also head to the warming room to warm up and refuel. It's a log cabin building with a fire and big windows that look out onto the Lappish wilderness. There are a couple of steps up to the arming room. Take a seat at one of the tables and enjoy a hot berry juice and a ginger biscuit (or two). Top Tip: The two food options provided are perfect to refuel everyone after being outside in the cold, but we do always recommend bringing some extra snacks to tuck into throughout the day.

TOILETS

The toilets for the Aurora Activity Centre are located in the restaurant. Please note, due to the remote location of the centre, accessible toilets and baby changing facilities are not available.

SENSORY ELEMENTS						
Lunchtime Restaurant	2	2	2			2
Warming Room	2		3	4	2	1





YOUR FINAL MORNING

SNOWMOBILE RIDE

Grown-ups get to have a go at driving their own snowmobile – they just need a photocard driving licence to do so!

For the kids, they'll be travelling in a snowmobile sleigh that is driven by the guide at the front of the group. To get into your sleigh, you will need to raise your leg up and step over the sides into the sleigh. If an adult in your party requires a seat in the sleigh, it's important that you inform us of this requirement at the time of booking, as availability is limited.

Once aboard, you're all ready to go - just be sure to keep seated with your hands and feet inside the sleigh! We want you to know, there will be noise from the snowmobile and the faint smell of fuel. There will be amazing views of the Lappish wilderness, which has more snow than you've ever seen before!

Make sure you're wrapped up warm and wearing your thermal suit and boots. Before you head off you'll get a helmet and a health and safety briefing.

Important Information: To ensure there's enough time to take to the snow before you head home, you'll be given a set time for your snowmobile safari. This could be early in the morning, so be prepared to eat breakfast first thing and check out of your room before you take to the snow.

SENSORY ELEMENTS				
Snowmobile Ride	4	3	4	1



SPECIAL REQUIREMENTS & REQUESTS

If you have any special requests or requirements, please inform our Santa's Lapland Team or your Travel Agent (as applicable) as early as possible. This helps our resort team and suppliers prepare for your visit. Due to the nature of our holidays, full accessibility cannot always be guaranteed. All special requests are subject to availability and cannot be guaranteed. Providing us with as much information as possible in advance will give us the best opportunity to accommodate your needs.

HIDDEN DISABILITIES

If someone in your booking has a hidden disability (learning disability or is neurodivergent), please let us know when you book. Any extra information you can share will help our in-resort team make the holiday as smooth and enjoyable as possible.

- We can provide details in advance about any sensory or environmental factors you might encounter during your stay.
- Where possible, we're happy to arrange specific accommodations or adjustments, with confirmation from the Santa's Lapland team.
- If there are any triggers, you'd like us to be aware of, such as elves, wait times, or elements of surprises, please let us know so we can help create the best experience for you.

ACCESSIBILITY REQUIREMENTS

If there are things that are paramount to your holiday, such as (but not limited to) wheelchair assistance at the airport, walk-in shower in your accommodation, adapted rooms or transfer vehicles, you must contact us before you book so that we can arrange this for you. Accessibility requirements are not guaranteed unless confirmed in writing.

DIETARY REQUIREMENTS & REQUESTS

If you have a severe allergy or intolerance, i.e. where certain foods must be completely avoided, it is important that you let us know before booking with us, so we can confirm that the hotel you have chosen is suitable for your needs. Many of the hotels we work with serve meals buffet style, with most special dietary meals coming from the buffet – it is not always possible for specially prepared meals to come from the kitchen, however we would advise that you speak to the restaurant staff on arrival.

NEXT STOP, LAPLAND

CONTACT US

Our Santa's Lapland Specialists are here to help. If you want to discuss the Santa's Lapland experience before you book or tell us about your access requirements, give us a call on 01483 944 974.

Santa's Lapland prides itself on creating everlasting memories, the more you can tell us before you go, the more magical we hope to make your holiday.

IN RESORT

When you arrive in Lapland, our Santa's Lapland Team, dressed in our red uniform, will be on hand to assist and answer any further questions you may have. You will see them at the airport, in the hotels and during your Search for Santa Day.

SANTA'S LAPLAND FAQs & CHRONICLES

For more information, [visit our FAQs](#). Or to get inspired and excited for your trip, take a look at the [Santa's Lapland Chronicles](#) and unlock the magic of Lapland.

OUR CHARITABLE PARTNER

At Santa's Lapland, we believe in the magic of the holiday season and the joy it brings to families. This is why we are proud to support Family Fund, a national charity dedicated to providing essential grants and services to support families, living on a low income, raising a disabled or seriously ill child.

Family Fund's mission that every child should have the same opportunities to thrive resonates deeply with our commitment to spreading joy and creating unforgettable experiences for families. By offering grants for items such as white goods, furniture, clothing, sensory equipment, Family Fund helps to alleviate the financial hardship these families face and makes life just a little bit easier.

Learn more about Family Fund, the incredible families they support, and how you can donate here www.familyfund.org.uk





SEE YOU WHEN IT SNOWS