

SANTA'S LAPLAND

SANTA'S MAGIC 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**.

CONTENTS

4	Preparing for your visit
6	Transport
7	Transfers
8	Accommodation
12	How to keep warm
13	What to bring
14	Your itinerary
16	Sensory guide key
17	Great search activities sensory levels tables
19	Husky Sled Ride
20	Reindeer Sleigh Ride
21	Magical Igloo
22	Sleigh Barn
24	Sleigh Train
24	Magical Sleigh Ride
25	Santa's Secret Log Cabin
26	Rest Stops
27	Restaurants & Toilets
28	Festive Dinner
29	Special Requirements & Requests
30	How to contact us



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 ambulift 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.

ACCESSIBLE ACCOMMODATION: SANTA'S HOTEL HOLIDAY CLUB

Santa's Hotel Holiday Club has one accessible Family Bedroom (Type A) sleeping up to four people, with twin beds and a double sofa bed (suitable for one adult or two children). The bathroom is wet room style, and is slightly larger with grab handles, shower with a curtain (no tray), lower sink, and toilet. These rooms are on the ground floor near to the restaurant and reception.

Location

Santa's Hotel Holiday Club is located around 500 metres from the centre of Saariselkä where you can find the thermal shop and a gift shop. There are a few restaurants/bars opposite the hotel. The nearest supermarket is around a six-minute walk (450 metres) from the hotel. The drop-off and pick-up point for transfers is just outside of the hotel reception.

Meals

Breakfast and dinner (excluding the Festive Dinner) will be served buffet style in the Santa's Hotel Holiday Club restaurant on-site. This is particularly good for guests with reduced mobility as it's only a short walk from the accessible room and/or ground-floor rooms. The seating is all on one level, however, it can get busy during peak times which is something to consider.

Festive Dinner

Your Festive Dinner will be held at Santa's Hotel Tunturi, which is a five-minute walk, slightly downhill, from Santa's Hotel Holiday Club. The pathways and roads will have hard-packed snow with grit on. The Festive Dinner is located on the upper floor of the hotel and is not lift accessible. Our Santa's Lapland Representatives will guide guests with reduced mobility through an alternative entrance at the rear of the hotel.

Hotel Facilities

Santa's Hotel Holiday Club has a restaurant, bar area, reception, small shop and toilets, which are all located on one level. This makes all of them relatively accessible for guests using wheelchairs, crutches or rollers as everything is on one floor. Due to the high volume of guests in the hotel, it can be busy during peak times.

ACCESSIBLE ACCOMMODATION: SANTA'S HOTEL RIEKONLINNA

Santa's Hotel Riekonlinna doesn't have fully adapted rooms, however a Family Bedroom (Type A) close to the lift can be requested. These are twin rooms with twin beds and a double sofa bed (suitable for one adult or two children). The bathroom is wet room style with a shower with a curtain (no tray), sink and toilet.

Location

Santa's Hotel Riekonlinna has an ideal location in the centre of Saariselkä, opposite the thermal shop. There are a few pubs and restaurants near to Santa's Hotel Riekonlinna, and the supermarket is around a 10-minute walk (800 metres) from the hotel. The pickup and drop off point for transfers is just outside the hotel down a gentle slope.

Meals

All meals including breakfast and dinner are conveniently served in the ground floor buffet style restaurant. The Festive Dinner will be held in the upstairs restaurant.

Festive Dinner

Your Festive Dinner will take place at Santa's Hotel Riekonlinna. The dining area is accessible by lift, making it suitable for guests with limited mobility or wheelchair users.

Hotel Facilities

Santa's Hotel Riekonlinna has an in-house restaurant, bar area, reception with small gift shop and sauna. Santa's Hotel Riekonlinna is generally accessible for guests with reduced mobility, as it's served by a lift going to all floors and all meals are served at the Santa's Hotel Riekonlinna restaurant. There is a slightly raised threshold going into the entrance to the hotel, which may require assistance for wheelchair users or guests with limited mobility.

ACCESSIBLE ACCOMMODATION: SANTA'S HOTEL TUNTURI & GIELAS

The Santa's Hotel Gielas, Hotel Tunturi does not have adapted rooms, however all rooms are lift accessible. There is a step up to the Gielas building with ramp access to the side. The Gielas Family Bedroom (Type E) has two twin beds, and a double sofa bed (suitable for one adult or two children) with an ensuite bathroom. The bathroom has a bath with a shower and sauna.

Location

The village centre is a 250 metre walk from the hotel where you can find a few restaurants, gift shop and thermal shop. The supermarket is slightly further at around 800 metres (12-minute walk).

Meals

All meals including breakfast, dinner and the Festive Dinner are served buffet style at the Santa's Hotel Tunturi main building, approximately 200 metres downhill from the Gielas. There is a small ramp to access the Tunturi main building which houses the reception and the restaurant. The restaurant is located on the upper floor of the hotel and is not lift accessible. Our Santa's Lapland Representatives will guide guests with reduced mobility through an alternative entrance at the rear of the hotel.

Festive Dinner

You will have your Festive Dinner at Santa's Hotel Tunturi, a 200 metre walk downhill from the Gielas. The Festive Dinner is served upstairs, and although there isn't lift access, one of our Santa's Lapland team members will be on hand to meet you. They will guide you through an alternative entrance at the rear of the hotel and ensure you are shown to your table. Please let the Santa's Lapland team know in advance if you will need this assistance.

Hotel Facilities

The bar, restaurant, small gift shop are all located in the main building of the Santa's Hotel Tunturi which has ramp access to the side of the steps.

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 MAGIC 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.
Afternoon	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
Evening	Time to explore Lapland and enjoy your first dinner
	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 Arctic Circle Centre and all the fun activities included
Afternoon	Lunch is included today, and you will get information about this on your morning transfer.
	There are rolling coaches back to your hotel when you're ready to head back. These start from 2:30pm & finish around 5pm
Evening	It's time for your Festive Dinner. Please note: Guests at Wilderness Hotel Kieppi will enjoy an extra evening dining in the hotel's cosy new restaurant in place of the Festive Dinner.
Day 3	
Morning	Have some breakfast and get ready for your snowmobile sleigh ride.
	Enjoy the last of Lapland before 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 MAGIC 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
Afternoon	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
Evening	Time to explore Lapland and enjoy your first dinner
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	Fuel up on breakfast and board your coach to your Search for Santa Day
	You have all day to enjoy the Arctic Circle Centre and its activities
Afternoon	Lunch is included today, and you will get information about this on your morning transfer
	There are rolling coaches back to your hotel when you're ready to head back. These start from 2:30pm & finish around 5pm
Evening	It's time for your Festive Dinner. Please note: Guests at Wilderness Hotel Kieppi will enjoy an extra evening dining in the hotel's cosy new restaurant in place of the Festive Dinner.
Day 4	
Morning	Have some breakfast and check your departure coach time for the airport
	Enjoy the last of Lapland before 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 MAGIC

SENSORY ELEMENTS									
Husky Sled Ride	4	4	2	3				2	
Reindeer Sleigh Ride	4		2	1		1		2	
Sleigh Barn	1	2			3		2	2	2
Magical Igloo	1	2			3		1	2	1
Magical Igloo Bar	1						2		
Magical Sleigh Ride		4	3	3	2	2		2	
Santa's Secret Log Cabin	2				3	2	3		
Sleigh Train		4	3	3		2		2	
Warming Rooms	2	3	3			4	2	2	
Kotas	2		3			4	2		
Lunch Restaurants		2	2			2	1	2	
Festive Dinner	3	3	1					3	1



HUSKY SLED 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 our Santa's Lapland Team 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?

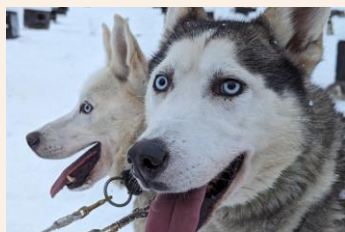
At least one adult in your group will get the exciting opportunity to drive the husky sled and there's a chance to swap halfway through so everyone can enjoy the experience. Before you set off, you'll receive a full tutorial to make sure you feel confident and ready for your adventure. Please note that we're unable to provide a driver if you simply prefer not to drive. Drivers can only be arranged in cases of medical or accessibility needs.

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





REINDEER SLEIGH RIDE

SLEIGH

The sleigh for the reindeer is slightly different than the husky sled. You will sit with one other person side by side, in a row of 5 reindeers and sleighs. The sleighs are quite deep with a bar on either side - it can be a little tricky to get into the sleighs, but the reindeer guides will give you instructions on how to safely climb aboard and get settled in.

All guests must be able to support their own weight when sitting and remain upright without assistance during the ride, as there are no harnesses or seating aids. If you have any concerns, please speak to our team in advance so we can best support your needs.

Once everyone is comfortably seated, your reindeer guide will lead the sleigh ride. Again, it is important to stay seated and keep your hands and feet inside the sleigh, sit back and enjoy the ride!

REINDEERS

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 to the husky sled ride.

If you're travelling in sleighs 1–4, a friendly reindeer from the sleigh behind might pop its head over your shoulder to say hello during breaks. There's no need to worry, but it can be a little surprising if you're not expecting it. If you'd prefer a more private ride for just the two of you, we recommend choosing sleigh 5.



SENSORY ELEMENTS					
Reindeer Sleigh Ride	4	2	1	1	2





MAGICAL IGLOO

MAGICAL IGLOO SHOW

The Magical Igloo is an interactive elf show experience, you can expect a lot of fun, surprises and silliness from Santa's cheeky elves.

The igloo has cosy lighting, with projections of snowflakes on the walls of the igloo - there are no bright lights as part of the show and the space is relatively well lit. Sound levels may vary slightly with laughter and interaction, but there are no sudden loud noises or intense effects.

The show is around 15 minutes and starts when there is a big enough crowd - a crowd could be up to 30 people at one performance. Backless seating is available, made of snow and ice, so may not be suitable for those needing back support. There are reindeer hides placed over the ice to keep you dry and warm. Guests using wheelchairs are welcome to remain in their chair for the duration of the experience. There may be times when the elves ask the audience to participate, it's completely up to you how you participate or even if you want to at all!

The entrance is wide enough for standard wheelchairs, and space inside allows for easy access and positioning. If you have specific access needs or would benefit from advance preparation (e.g. a quiet entrance, early access, or a description of the environment), please let our Santa's Lapland team know before arrival - we're here to help make the experience enjoyable for everyone.

SENSORY ELEMENTS						
Magical Igloo	1	2	3	1	2	1





SLEIGH BARN

SLEIGH BARN SHOW

The Sleigh Barn is an interactive and immersive show experience that takes place in one of Santa's barns. Access to the barn is a little further into the woods and can have very deep snow to walk through along the route.

BARN ACCESS & SEATING

There are a couple of steps to enter the barn. The entrance is wide enough for standard wheelchairs. Inside, the space is open with a small stage and a large sleigh where children are invited to sit and enjoy the show. The sleigh has a small step to climb in, and for guests using wheelchairs or those who prefer to stay seated elsewhere, there is a dedicated, comfortable viewing area next to the sleigh.

SENSORY ENVIRONMENT

The barn is relatively well lit with LED lamps lighting the space from the roof of the barn, there are no flashing lights or strobe effects. The show itself is around 15 minutes in total. Just a heads up, it can be a little noisy with the jingling of sleigh bells. There is also some audience participation, but don't worry you can be as involved in as much or as little as you like.

SENSORY ELEMENTS						
Sleigh Barn	1	2	3	2	2	2





SLEIGH TRAIN

SNOWMOBILE SLEIGH TRAIN

There is a snowmobile-pulled sleigh that will transport you between the two sides of the Arctic Circle Centre. We call this the sleigh train and you can pick this up at the sleigh station. To get into the sleigh train you will need to raise your leg up and step over the sides into the sleigh. This is very similar to the magical sleigh ride, but this sleigh may have a roof. You will sit in rows of 2 and the sleigh can carry up to 6 passengers.

Guests need to be able to step into the sleigh with light assistance. There are no ramps or hoists available. If you cannot safely board the sleigh, we can arrange a taxi to take you between the two sides. This must be booked and paid for in advance, and our Santa's Lapland team are happy to help coordinate this if needed, but this will depend on availability.

Once aboard, remember to keep seated with your hands and feet inside the sleigh. We want you to know, there will be noise from the snowmobile and a faint smell of fuel. There will be some pretty Lappish wilderness surrounding you on this journey.

Sleigh trains are running back and forth, so the waiting time should be short. If you do have to wait then there are some wooden benches around a fire to keep you warm.

SENSORY ELEMENTS					
Sleigh Train	4	3	3	2	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 Ranger 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 Rangers 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



REST STOPS

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. There are three different types of building you can go to when you are in need of a break: the Magical Igloo Bar, the Kota's or the Warming Rooms.

MAGICAL IGLOO BAR

The Magical Igloo Bar is made completely of snow and ice, including the seats! On top of the ice carved seats is reindeer hide so you won't get cold as you sit down. There are some tree-stump seats too if you prefer. The igloo contains ice sculptures for you to look at and the igloo is lit with lots of different coloured lights.

KOTAS

A Kota is a traditional teepee like structure centred around an open fire. The kotas have wide entrances without step access. There are lots of wooden benches and tree stumps dotted around the space for you to sit down on whilst you warm up and watch the glow of the fire. The fire is great for warming you up and it also lights the room with its glow, but it won't be a bright light so please be careful as you make your way around the Kota. Be sure to stock up on some delicious pancakes and some hot berry juice!

WARMING ROOMS

You can also visit the warming rooms to warm up and refuel. These are cosy log cabins with a fire inside. Each cabin has a couple of steps up to the entrance. Take a seat at one of the tables and enjoy a hot berry juice and a ginger biscuit (or two).

SENSORY ELEMENTS						
Magical Igloo Bar	1				2	
Kotas	2		3	4	2	
Warming Rooms	2	3	3	4	2	2





RESTAURANTS & TOILETS

ARCTIC CIRCLE CENTRE LUNCHTIME RESTAURANTS

On your coach transfer to the Arctic Circle Centre your Santa's Lapland Ranger will advise you of your lunchtime slot and which restaurant you have been allocated to, as there is one on each side of the centre. You are welcome to eat at any time during that slot. However, it is always likely that there will be some people inside the restaurant.

Once you arrive at either restaurant there are a small number of steps to access the building. You will be greeted by a Santa's Lapland Team member, and they will seat you at your table. When you're ready, you can go up to the buffet serving area and there's a queuing system to follow. There's someone to help serve your food and there will be a vegetarian ratatouille or meat bolognaise with pasta or rice to choose from. The pancakes are enjoyed from the Kota nearby. For allergies or dietary requirements, please notify our Santas' Lapland Team at the time of booking and an alternative will be provided where possible. When you arrive at the restaurant, please make yourself known to one of the servers who will provide you with your alternative meal.

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.

It can get very busy over lunchtime or when it's cold outside as everyone comes together to warm up! You may need to share a table with another family whilst you eat, and it might be noisy during this time. 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.

TOILETS

The toilets for the Arctic Circle Centre are in both restaurants. There are eco toilets located near to the reindeer sleigh ride and warming room. Please note, due to the remote location of the centre, accessible toilets and baby changing facilities are not available.

SENSORY ELEMENTS					
Lunch Restaurants	2	2	2	1	2



FESTIVE DINNER

FESTIVE DINNER - EVENING MEAL

You will be allocated an arrival time for your Festive Dinner and depending where you're staying this may be held in a nearby local hotel, a short walk away.

At the hotel, you will be greeted by a Santa's Lapland Team Member and given a specific seat according to our seating plan. During the evening you will have your traditional Festive Dinner to eat, then there will be some singing and games to play. You can join in as little or as much as you like, you can also spend as little or as much time at this event as you like.

We think it is important you know that there can be up to 400 guests celebrating Christmas and eating their Festive Dinner at the same time as you. As you can imagine, this is a lot of people, talking, laughing and sharing stories from their Search for Santa Day. It will be a very bustling environment, and just like the restaurants in the Arctic Circle Centre, you may need to share a table with another family whilst you eat. If you require your own table, please let us know before you travel so we can our best to accommodate this.

Please note: Guests at Wilderness Hotel Kieppi will enjoy an extra evening dining in the hotel's cosy new restaurant in place of the Festive Dinner.

SENSORY ELEMENTS					
Festive Dinner	3	3	1	3	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



If you have any feedback or ideas on how we could improve our Sensory & Accessibility Guide, we'd love to hear from you. Please email guest.relations@santaslapland.com



SEE YOU WHEN IT SNOWS