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 package 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. Santa's Star Arctic Hotel is located on top of the Kaunispää fell, around 1.5km from the main village of Saariselkä. If you want to go into Saariselkä, it's approximately 40 minutes walk along a snowy path. It's all uphill on the way back so a taxi back may be a better option. There is also a ski bus that runs at limited times that does a round trip.

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. These conditions may require additional care for guests with limited balance or those using mobility aids. With your included thermal suit and boots, plus the layered clothing that you bring with you, the cold is manageable. Keep moving and take regular breaks inside
the 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 thermal clothing whenever outdoors.

DAYLIGHT HOURS
During December daylight is limited to about four hours of low-level sunlight between 11am and 2pm, leaving behind soft pink and golden hues stretching across the sky. A thick blanket of snow covers the ground, transforming the scenery into a true winter wonderland. On overcast days, the snow-covered landscape can appear to merge seamlessly with the sky, creating a stunning white horizon that seems to go on forever. While it may be darker than you're used to, the enchanting Arctic light and snow-covered surroundings create an atmosphere unlike anywhere else. And when darkness falls, keep your eyes peeled for a potential glimpse of the Northern Lights dancing across the sky!

SANTA'S ELVES
Energetic, excitable and enthusiastic, Santa's Elves are always up to mischief and keep 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?
Unfortunately, we are unable to provide mobility aids on our Santa's Aurora holidays. This includes, but is not limited to, wheelchair hire and specialised equipment such as wheelchair skis. Guests who require mobility assistance, or who are travelling with someone who does, should carefully consider this limitation when assessing the suitability of this holiday.

If you or a member of your party requires wheelchair skis, these 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.

OUTSIDE CONDITIONS
Roads and walking paths around Saariselkä, Santa's Hotel Star Arctic, and the Aurora Activity Centre are typically covered with compacted snow or light slush. In quieter areas, snow may be deeper, and some routes can include steeper slopes or uneven surfaces. These conditions may require additional care for guests with limited balance or those using mobility aids.



TRANSPORT

FLIGHTS

Passengers can prebook their preferred aircraft seating for £20 per person by calling our Santa's Lapland Call Centre. Complimentary seat allocation is available for individuals with limited mobility (such as wheelchair users) and their caregivers, where medically required. If seats are not paid for in advance, seating will be allocated automatically 7 days before travel. All children under the age of 16 will be assigned to sit with an adult.

Check-in is at the airport only. When you arrive, head straight to your designated check-in desk. We recommend arriving at least 2.5 hours before departure to allow time for check-in, security, and reaching your gate.

There may be festive games and/or singing during the flight. You can participate as much or as little as you like.

IVALO AIRPORT

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 to try and arrange assistance.

Your Santa’s Lapland Team may ask you to wait on the coach if the airport is too busy. This is to avoid queueing 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 return journey 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 favourite toys or games to keep occupied if there is a wait at any point in your journey.



TRANSFERS

COACH TRANSFERS
Whilst you are in Lapland you will travel on coaches with other families. 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 journey there may be festive games and singing. You can participate in these as much or as little as you like.

Please note: The pickup for all activities and transfers is from Santa's Hotel Star Arctic.

ARE ADAPTED TRANSFERS AVAILABLE?
Adapted transfers are not available on our Santa's Aurora programme.

If you require an adapted transfer, this is only available on our **Santa's Magic** holidays, where an adapted taxi can be provided for one wheelchair user and one companion. If you or anyone in your party needs an adapted transfer, please have a read of our **Santa's Magic Sensory & Accessibility Guide** to check whether the holiday is suitable. Adapted transfers must be requested at the time of booking through our Santa's Lapland Team. 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.

Santa's Hotel Star Arctic is available on our Santa's Lapland Aurora Package. The hotel is located on Kaunispää Fell, approximately 1.5 kilometres from the village centre. All guest rooms are in external buildings surrounding main hotel building which houses the restaurant, bar and thermal shop. There are no adapted or accessible rooms available . Due to the hotel's hillside location and overall layout, this property may not be suitable for guests with reduced mobility.

If you require an accessible room, we have selected a number of suitable hotel options for guests with reduced mobility on our Santa's Magic package. Please read the **Santa's Magic Sensory & Accessibility Guide** to ensure these options meet your requirements. As each hotel has only a limited number of accessible rooms, these must be requested and confirmed directly with the 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 (due to the nature of food sourcing and preparation in Lapland we cannot cater to severe airborne 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 section; 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 at the Star Arctic on arrival. 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 • We recommend wearing a pair of your own socks underneath
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	• An all-in-one suit 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 – especially during husky & snowmobile excursions!
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. Look out for our Santa's Lapland Rangers at the airport, who will provide your transfer details and direct you to your allocated coach.
Afternoon	Arrive at your accommodation and check in. A light soup lunch will be available when you're ready. There will be a welcome meeting with one of our Santa's Lapland Representatives, who will provide all the information you need for your holiday. Once you've settled in, you can collect your thermal suit and boots from the hotel's thermal shop.
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 the Santa's Hotel Star Arctic.
Evening	Remember to check your accommodation noticeboard for your departure time for your snowmobile sleigh ride and airport transfer.
Day 3	
Morning	Have a tasty breakfast, check out of your accommodation and get ready for your snowmobile safari. 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. Look out for our Santa's Lapland Rangers at the airport, who will provide your transfer details and direct you to your allocated coach.
Afternoon	Arrive at your accommodation and check in. A light soup lunch will be available when you're ready. There will be a welcome meeting with one of our Santa's Lapland Representatives, who will provide all the information you need for your holiday. Once you've settled in, you can collect your thermal suit and boots from the hotel's thermal shop.
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, spending it however you wish. Why not book an Optional Adventure? Explore the snowy fells on a snowshoe safari, glide through the winter wilderness on a reindeer sleigh ride to the gentle jingle of bells or set off on a husky safari in search of the magical Northern Lights. For guests arriving on the 23rd or 24th December 2026 your free day will be on 'Day 3'. Remember to check your accommodation noticeboard for your departure time for your 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 Santa's Hotel Star Arctic.
Evening	Remember to check your accommodation noticeboard for your departure time for your snowmobile sleigh ride and airport transfer.
Day 4	
Morning	Have a tasty breakfast, check out of your accommodation and get ready for your snowmobile safari. 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

	Category	Level 1: Low	Level 2: Medium	Level 3: High
	Animals	Animals may be visible from a distance and may be behind fences such as reindeer or husky dogs resting.	Close-up interactions with animals such as the huskies or reindeer where they are not behind a fence or they are closer in distance to you.	This activity will involve the animals directly such as a reindeer sleigh ride or husky sledding with our excitable and loud huskies. The animals will be close to you as they are the main activity focus. They will be harnessed but may get up close and personal to you.
	Visual	Twinkling fairy lights illuminating the snowy forest trails, around the cabins, or indoor atmospheric lighting.	Colourful festive staging, vibrant decorations, and the bustling interior of the Final Stop or Wilderness Dinner.	Elf performances such as the immersive Elves Workshop, grand reveals, and festive light projections and change in lighting during a performance.
	Auditory	Expect some noise whether that is gentle conversational hum inside the warming huts or general chatter. Background Christmas music.	Louder noises in an enclosed area whether this is from larger groups of guests, music within the restaurant, Wilderness Dinner, elves telling a story, performances or excited children.	Louder noises are likely to be present such as high-spirited festive cheer, loud singing and chanting from the rangers or elves, the roar of snowmobile engines or the loud barking from our excited huskies.
	Scent / Smell	Slight smell of cooking, fires or animals.	More noticeable scents, from cooking smells to the aroma of the reindeer enclosures	Strong, distinct scents from the busy husky enclosures to the smell of snowmobiles preparing for the trails.
	Motion	A relatively smooth, slow, and relatively predictable ride in a towed sled.	Brisk, bouncy, and exciting movement as you glide over the snowy terrain on a reindeer sleigh ride.	Intense or fast-paced, thrilling, and bumpy action while riding on a husky sled, snowmobile or being pulled behind a guide.
	Elements of Surprise	Some elements you did not expect but are generally gentle or quieter moments.	Delightful festive surprises! Spontaneous singing from our Santa's Lapland Rangers, unannounced games, or the cheeky Elves at a distance.	Sudden, high-energy plot twists during a show or interactive and enthusiastic group participation or an unexpected event such as an Elf appearing or in the Elves workshop.
	Theatrics	Elements of decoration such as Christmas trees, lights or an igloo.	Interactions with elves which who are known to have jingly bells on their outfits, or elements of storytelling and suspense building with our Santa's Lapland Rangers. Guests can move away from this if they prefer.	A structured show or performances which will include props or audience participation in the final stop and immersive Elves Workshop.
	Dim Lighting	Generally relaxing ambient lighting such as in the restaurant. This is not considered as a dark environment.	Atmospheric, low-level theatrical lighting inside the Igloo or Wilderness Dinner. This may appear as lower levels of light for atmospheric effect.	Darker setting where there is a much lower level of light such as in the warming kota with minimal lighting and light coming from the fire.
	Smoke & Fire	A fully enclosed vented indoor wood stove or fireplace heater.	Firepits that are outside that guests can choose to gather around. Thes are open fire pits where you can see the flames.	Gathering around open log fires and active log burners inside kotas or warming huts that are difficult to avoid. You will see the flames and may hear the crackle of the fire.
	Wait Times	Standard free-flow activities that may have short waiting times when other guests are around.	Areas that can often become busy at peak times of day such as the restaurant over traditional lunch times.	Unpredictable or longer outdoor wait times that may occur when gathering a group or when it is busy. This could be outside without seating.

SANTA'S AURORA SENSORY LEVELS

SENSORY ELEMENTS										
Wilderness Dinner		1	2	2		3	2	1		2
Campfire			2	2		3	2	2	3	2
Reindeer Sleigh Ride	3	1		2	2				2	2
Husky Sled Ride	3	1	3	3	3					2
Magical Sleigh Ride		1	3	3	2	3	2	2	2	2
Santa's Secret Log Cabin		2				2	2	2		
Santa's Elves Workshop		3	3			3	3	2		2
Enchanted Trail		2	1			1	1	2		
The Final Stop		3	2			3	3	2		3
Igloo Bar		2	1					2		
Warming Rooms		1	2					2	2	2
Lunch Restaurants		1	2	2				1		2
Snowmobile Safari			3	3	3				2	2

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'll enjoy a Lappish set menu served on traditional Finnish tableware, and you may even be joined by an elf who stops by to tell 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.

CAMPFIRE

Before your reindeer experience, you will gather around the campfire for the safety briefing, and an elf may make an appearance to tell you a traditional Sami story.

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 led 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 husky sled ride.

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 a member of our team so we can best support your needs.

There will be a crackling open fire outside, where you can stay nice and warm or maybe roast some marshmallows.





SENSORY ELEMENTS										
Wilderness Dinner		1	2	2		3	2	1		2
Campfire			2	2		3	2	2	3	2
Reindeer Sleigh Ride	3	1		2	2				2	2

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, all adults including those who are not driving, will be required to attend a short safety briefing with the husky guides. This ensures everyone understands how the experience works and knows what to expect during the sleigh ride. During the safety briefing, children will be separated from the adults and supervised by a Santas Lapland Ranger to the side, where they will enjoy a fun singalong while they wait. Families should be prepared for this brief time apart. 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. This must be requested at the time of booking.

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 Aurora Activity 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	3	1	3	3	3					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 Rangers who can advise when there is no wait time for the Magical Sleigh Ride.

ADULT OF BELIEVING AGE

Families travelling with an adult of a believing age are warmly welcomed on a Santa's Lapland holiday. We recognise that the magic of Santa can be enjoyable at any age and we are committed to ensuring every guest feels included in this special experience. Each family will get to meet Santa on the Magical Sleigh Ride.

Please let us know about any specific requirements at the time of booking so we can tailor the trip to your family's needs and help create a memorable visit.

SENSORY ELEMENTS										
Magical Sleigh Ride		1	3	3	2				2	2

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! There are a couple of steps up to the cabin so please watch your step. If you need assistance, 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 can be heard 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.

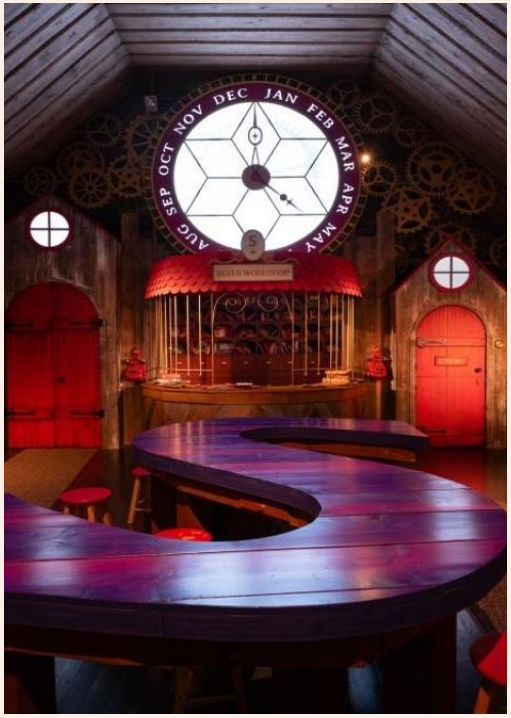
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SENSORY ELEMENTS										
Santa's Secret Log Cabin		2				2	2	2		

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	2		2

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 as the terrain is uneven.





SENSORY ELEMENTS										
Enchanted Trail		2	1			1	1	2		

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 would 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.

IGLOO BAR

The Magical Igloo Bar is made completely of snow and ice, including the seats! On top of the ice carved seats are reindeer hides so you won't get cold as you sit down. There are some tree-stump seats too if you prefer, but these seats don't have a back.

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 warming room. Take a seat at one of the tables and enjoy a hot berry juice and a ginger biscuit or two).

Top Tip: The 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 in the restaurant. Please note, due to the remote location of the centre, accessible toilets and baby changing facilities are not available.

SENSORY ELEMENTS										
Lunch Restaurant		1	2	2				1		2
Igloo Bar		2	1					2		
Warming Room		1	2					2	2	2

YOUR FINAL MORNING

SNOWMOBILE RIDE

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

For the children, 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			3	3	3				2	2

OPTIONAL ADVENTURES

Make the most of your time in Santa's Lapland by booking one of our optional adventures, designed to add even more memorable moments to your stay. From searching for the Northern Lights to gliding across the fells on a snowmobile, or enjoying extra time with reindeer and huskies, our group-led excursions are a fun and shared way for the whole family to experience the magic of the arctic.



WHAT IS A GROUP EXCURSION?

A group excursion is a shared experience that you take part in alongside other guests travelling at the same time as you, including families and small groups. These activities are designed to be sociable and memorable, allowing you to enjoy some of Lapland's most iconic experiences together.

All group excursions are fully guide-led by experienced local professionals. Your guide will manage timings, provide clear instructions, and ensure everyone moves safely through each stage of the activity. For some excursions, the main group may be divided into smaller sub-groups, but the experience will still be shared rather than private.

WILL THERE BE WAIT TIMES DURING THE EXCURSION?

Yes, during group excursions there may be short waiting periods while other participants take their turn. Activities run at a pace suited to the overall group, meaning there is less flexibility than with a private excursion.

That said, group excursions offer a friendly, social atmosphere and the chance to share these unforgettable moments with other guests, which many families and couples enjoy.

CAN GROUP EXCURSIONS ACCOMMODATE ACCESSIBILITY AND SENSORY NEEDS?

We work closely with our excursion providers to accommodate a range of sensory and accessibility needs, however many of our optional experiences may involve busy environments, changing weather conditions, uneven terrain, and limited flexibility to adapt pacing or activities to individual needs.

If you are unsure whether an optional adventure is suitable for you or someone in your party, please speak to our Santa's Lapland Specialists who will be happy to advise before booking.

SANTA'S MAGIC OPTIONAL ADVENTURES KEY

SENSORY ELEMENTS										
Siberian Husky Discovery	3	1	3	3	3			3	3	2
Aurora Hunt by Huskies	3	1	3	3	3			3	3	2
Reindeer Discovery	3	1		2	2			3	2	2
Snowmobile Discovery			3	3	3			3	3	2
Aurora Hunt by Snowmobile	3	1	3	3	3			3	3	2
Snowshoe Safari in National Park					2					2
Aurora Hunt by Car					1					2

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 surprise, 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.



WHO TO ASK FOR HELP IN RESORT
From the moment you arrive in Lapland, you'll be fully supported by our Santa's Lapland Team. Easily recognisable in our red uniforms, our friendly and knowledgeable staff are on hand throughout your holiday to assist you and answer any questions you may have. You'll meet our team at key points during your stay, including at the airport on arrival, in your hotel, and throughout your Search for Santa Day experience.

Please don't hesitate to approach a member of the Santa's Lapland Team at any point during your stay – they are there to ensure your holiday is as smooth, enjoyable and magical as possible.

SANTA'S LAPLAND FAQS & CHRONICLES
For more information, visit our FAQs. Or to get inspired and excited for your trip, look at the Santa's Lapland Chronicles and unlock the magic of Lapland.



OUR CHARITY 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

Family Fund
Helping disabled children

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

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