SANTA'S LAPLAND

SANTA'S MAGIC SENSORY & ACCESSIBILITY GUIDE



INTRODUCTION

We have created this guide to support 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. 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 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.

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 where you collect your thermal suits and boots, which you'll visit on the transfer to your accommodation.

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.

TRANSPORT

FLIGHTS

Passengers can prebook their preferred aircraft seating for a £20 per person charge by calling our Santa's Lapland Call Centre. Complimentary seat allocation is available for individuals with limited mobility (such as wheelchair users) and one caregiver, 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.

During the flight there may be festive games and/or singing. You can participate in this 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 the aircraft at Ivalo airport, however if you require assistance please let us know in advance so we can speak to the airport and try to arrange assistance.

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. You will have a Santas Lapland Ranger with you, who will keep you informed.

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.



TRANSFERS

COACH TRANSFERS

Whilst you are in Lapland you will travel on coaches with other families. Our coaches tend to be full without any spare seats. 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.

ARE ADAPTED TRANSFERS AVAILABLE?

An adapted taxi is available for guests on our Santa's Magic package, 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 (on the following pages); 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 (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 when you arrive at the restaurant 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 service 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 GIELAS, HOTEL TUNTURI

Santa's Hotel Gielas forms part of the wider Santa's Hotel Tunturi complex. The main Hotel Tunturi building houses the reception, restaurant, and bar; please note that this building does not have lift access. All Gielas rooms are in a separate building approximately 200 metres away and are accessible by lift. There is a single step at the entrance to the Gielas building, with ramp access available to the side. Santa's Hotel Gielas does not have fully adapted rooms, however a Gielas Family Bedroom (Type E) close to the lift can be requested at the time of booking. These rooms feature two twin beds and a double sofa bed (suitable for one adult or two children), along with an en-suite bathroom with a bath, shower, and private 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 service 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 the hotel staff / Santa's Lapland team members will be on hand to assist you . They will guide you through an alternative service 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, a la carte restaurant, small gift shop are all located in the main building of the Santa's Hotel Tunturi which has rampaccess 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. You may be asked to wait on the coach until it's your turn. Each coach group enters in turn and walks through a one-way system, collecting items as they go. You will not try the items on in the shop as the staff are good at knowing what is the right size for you, and you can try it on in the comfort of your hotel. You'll receive a sack to carry everything to your accommodation. If you do 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 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 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 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 the snowmobile and husky 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 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	Look out for our Santa's Lapland Rangers at the airport, who will provide your transfer details and direct you to your allocated coach. On your transfer, you will collect your thermal clothing before checking into your accommodation. 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.
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 have a slightly different evening. Instead of the Festive Dinner you will enjoy an extra evening of dining in the hotel's restaurant . After dinner, you will set off on a thrilling Aurora Snowmobile Adventure. Remember to check your accommoation noticeboard for your airport transfer time.
Day 3	
Morning	Enjoy the last moments of your time in Lapland, with the option to take part in one final optional adventure, play in the snow or spend some time picking up souvenirs 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 and land at Ivalo airport, keep your eyes peeled for the cheeky elves waiting to greet you.
Afternoon	Look out for our Santa's Lapland Rangers at the airport, who will provide your transfer details and direct you to your allocated coach. On your transfer, you will collect your thermal clothing before checking into your accommodation. 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.
Evening	Time to explore Lapland and enjoy your first dinner.
	Remember to check your accommodation noticeboard for your departure time for the Search for Santa Day.
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 or set off on a husky safari. 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 or 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 all the included 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 have a slightly different evening. Instead of the Festive Dinner you will enjoy an extra evening of dining in the hotel's restaurant. After dinner, you will set off on a thrilling Aurora Snowmobile Adventure. Remember to check your accommodation noticeboard for your airport transfer time.
Day 4	
Morning	Enjoy the last moments of your time in Lapland, with the option to take part in one final optional adventure, play in the snow or spend some time picking up souvenirs 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

	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 a reindeer or husky dogs resting.	Close-up interactions with animals such as the huskies or reindeers 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 a husky sled ride 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 Sleigh Barn or Magical Igloo.	Elf performances, 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 such as in a warming room. Background Christmas music.	Louder noises in an enclosed area whether this is from larger groups of guests, music within the restaurant, festive 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 ride, 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 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.
	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 Rangers. Guests can move away from this if they prefer.	A structured show or performances which will include props such as a sleigh guest can sit in or an igloo performance.
	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 Magical Igloo or Sleigh Barn . 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 a small waiting 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 MAGIC SENSORY LEVELS

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

HUSKY SLED RIDE

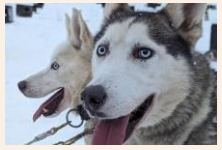
The husky sled ride is an exciting, fast paced activity with several sleds setting off together across the snow. Before the adventure begins, all adults including those who are not driving, will be required to attend a short safety briefing with the husky guides. This ensures everyone understands how 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 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	3	1	3	3	3					2



REINDEER SLEIGH RIDE

SLEIGH

The sleigh for the reindeer is slightly different to 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!



REINDEER

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	3	1		2	2				2	2

MAGICAL SLEIGH RIDE



MAGICAL SLEIGH RIDE

Your magical sleigh is pulled by a snowmobile. 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.

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 a Santa's Lapland Ranger 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.
Top tip: Remember to bring your Magic ticket with you!
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	3	2	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! 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.

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SENSORY ELEMENTS										
Santa's Secret Log Cabin		2		1		2	2	2	1	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 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		3	3			3	3	2		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		3	3			3	3	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 always 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										
Snowmobile Sleigh Train		1	3	3	2				2	2

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 need 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 are reindeer hides 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 fill 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		2	1					2		
Kotas			1	1				3	3	1
Warming Rooms		1	2	1				1	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 Restaurant		1	2	2				1	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.

When you arrive at the hotel, a friendly Santa's Lapland team member will be there to welcome you and escort you to your allocated table. As part of our carefully planned seating arrangements, you may share a table with another family, creating a warm and sociable atmosphere where you can enjoy the festive spirit and excitement of their Lapland experience together. If you would like a table just for your family, please let us know.

Your evening begins with a traditional Festive Dinner, served buffet style and offering a mix of authentic Finnish dishes and popular international favourites. The celebrations continue with festive entertainment, including singing and family-friendly games, helping to create a magical Christmas atmosphere. Feel free to get involved as much or as little as you like and enjoy the evening in a way that suits your family, with the flexibility to stay for the duration or leave whenever you're ready.

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 do 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. After dinner, you will set off on a thrilling Aurora Snowmobile Adventure (more information on the next page).

SENSORY ELEMENTS										
Festive Dinner		2	2	2		2		1		3

AURORA SNOWMOBILE ADVENTURE FOR SANTA'S HOTEL KIEPPI GUESTS

For our Santa’s Hotel Kieppi guests you will enjoy your evening dinner in the comfort of the Hotel Kieppi restaurant, before heading out on your included Aurora Snowmobile Adventure. Your Santas Lapland Representative will give you the time meet when you are in resort. The Aurora Snowmobile Safari takes place in the evening, the skies will be dark however the snowmobiles are fitted with headlights, illuminating the trail ahead, so you can journey safely through the night’s magical surroundings.

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 pulled behind the guide's snowmobile. This is usually at the front of the group. To get into the sleigh, you will need to raise your leg up and step over the sides. If an adult in your party requires a seat in the sleigh, it's important that you inform us at the time of booking, as availability is limited.

Once aboard, you're all ready to go! Just be sure to stay seated with your hands and feet inside the sleigh. There will be noise from the snowmobiles and a faint smell of fuel. You will head through the Lappish wilderness, which has more snow than you have ever seen before – and with a bit of Christmas magic you may ever spot the Northern Lights lighting up the star filled sky. If you are lucky enough to see the Northern Lights, the sky will be lit up with green, red and pink hues.

Make sure you’re wrapped up warm and wearing your thermal suit and boots. Before you head off, you’ll be given a helmet and a health and safety briefing.

SENSORY ELEMENTS										
Aurora Snowmobile Adventure			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?

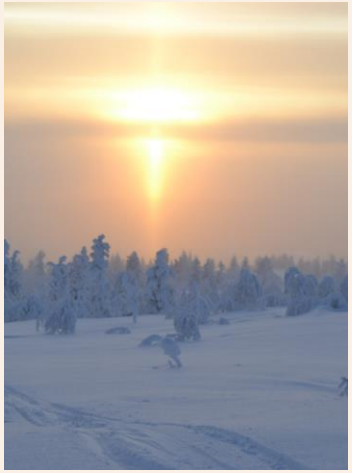
A group excursion is a shared experience that you take part in alongside other guests travelling at the same time as you, including families and small groups. These activities are designed to be sociable and memorable, allowing you to enjoy some of Lapland's most iconic experiences together.

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										
Husky Heaven	3		3	3	3			3	3	2
Rudolph's Reindeer Run	3		1	1	2			2	3	2
Family Snowmobile Safari			3	3	3			3	3	2
Northern Lights Snowmobile Adventure			3	3	3			3	3	2
Snowshoe Safari					2					
Cross Country Skiing					2					
Downhill Skiing			2		3					3
Meet the Reindeer (Santa's Wilderness Kieppi only)	3		1	1	2			2	3	2
Family Snowmobile Safaris (Santa's Wilderness Hotel Kieppi only)			3	3	3			3	3	2
Family Husky Safari (Santa's Wilderness Hotel Kieppi only)	3		3	3	3			3	3	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 surprises, please let us know so we can help create the best experience for you.

ACCESSIBILITY REQUIREMENTS

If there are things 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 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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