

SANTA'S LAPLAND

★ SANTA'S AURORA SENSORY GUIDE ★



INTRODUCTION

We created this guide to help our guests understand the different sensory experiences they might encounter in Santa's Lapland.

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.**

Our Customer Service 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

SOME HANDY HINTS AND TIPS TO MAKE YOUR TRIP TO THE ARCTIC CIRCLE THE BEST IT CAN BE

TEMPERATURE & OUTSIDE CONDITIONS

The temperature is usually around -12°C in Lapland but can sometimes reach as low as -30°C! Some activities, such as the husky sled ride, can get very cold too, so make sure you put on your thermal suit, boots, hats and gloves when stepping out into the snow. We've included how best to dress on the next page.

DAYLIGHT HOURS

During December daylight is limited to about 4 hours of low level sunlight - rising around 11am and setting by 2pm. It might be darker than you are used to but keep your eyes peeled for a potential glimpse of the Northern Lights dancing across the skies!

ELVES

Energetic, excitable and enthusiastic, our elves are always up to mischief and keeping everyone on their toes. 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 some place else. **Note** – our cheeky elves are known to appear at the airport when you first land, and they can get very excitable when meeting new faces.

ADAPTATIONS FOR WHEELCHAIR USERS

Our Aurora Activity Centre does not have an adapted wheelchair or wheelchair compatible skis available. Wheelchair compatible skis are available on our Santa's Magic programme. Please call our Customer Service Team to discuss and talk through your access requirements.

WHAT TO BRING

There might be times during your visit to Lapland where you need to queue and experiences may be loud or bright. If you usually travel with noise cancelling headphones, sunglasses or even your favourite toy or fidget toy then be sure to bring them along!

WHO TO ASK FOR HELP

If you need any assistance during your visit, our friendly Santa's Lapland Team will always be on hand to help, assist and answer any questions you may have. Our Customer Service Team is here to help you with any questions you have pre-departure too. It can be difficult to get any kind of answer from the elves, they are always giggling and speak their own language - Elfish!

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.

You will visit the thermal clothing shop on your airport transfer. It's a one way system, where you'll be handed each item as you walk through the shop. We do this coach by coach and you may be asked to wait on board until you're called to go inside. You'll be given a sack to carry on the coach to your accommodation, where you can then try on your clothing. If you need to swap any items just head back to the shop and the team will happily provide an alternative for you.

Your Thermal Suit, Boots, Socks & Thermal Mittens	
Thermal Woollen Socks	<ul style="list-style-type: none"> • Made of thick woollen material • May feel a bit funny if you've not worn them before • We recommend wearing a pair of your own socks underneath • Please bring your own spare socks as we recommend wearing two pairs
Thermal Boots	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • A onesie designed for cold weather • Made from a thick, water resistant material • Wear over your base layers • You'll step into each leg like a pair of trousers, then pull it up and slide your arms into the jacket • Zip down the legs to secure the suit over the thermal boots • Zip up the middle like a coat
Thermal Mittens	<ul style="list-style-type: none"> • Made with a special thermal layer to keep your hands warm • Recommend bringing your own liner gloves
Hats & Other Items	<ul style="list-style-type: none"> • These are not provided, so please bring your own



HOW TO KEEP WARM

To help you out, we've also compiled a complete list of what clothes to take to Lapland when travelling during November and December. We recommend you bring more than one set of base layers to change into a clean pair if required. 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Great for keeping the wind chill off your face
Warm Hat	<ul style="list-style-type: none">• 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)	<ul style="list-style-type: none">• Special gloves will be provided but you can bring your own liners
Socks	<ul style="list-style-type: none">• Woollen socks are provided but bring plenty of your own warm socks to wear underneath
Swimwear (for the sauna)	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Choose comfortable shoes for the flight, and to wear indoors• Special thermal boots will be provided to wear outdoors
Evening Wear	<ul style="list-style-type: none">• It'll be warmer inside so you can pack nice clothes for the evenings• Christmas jumpers are highly encouraged!

YOUR SANTA'S AURORA ITINERARY

WE'VE PUT TOGETHER AN OVERVIEW SANTA'S LAPLAND ITINERARY SO YOU KNOW WHAT TO EXPECT FROM EACH DAY OF YOUR HOLIDAY

2 Night Itinerary

Day 1

Morning	Fly from the UK and land at Ivalo airport
	See a Santa's Lapland Representative at the airport and get your transfer information.
Afternoon	Arrive at your accommodation and check in. Your thermal suit and boots are ready to collect from the hotel reception when you're free
	There's an afternoon tea buffet lunch included, for you to enjoy when you're ready
Evening	It's time for your Wilderness Dinner & reindeer sleigh ride (your departure coach time will be on the hotel noticeboard)
	Remember to check your accommodation noticeboard for your departure time to the Search for Santa Day

Day 2

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

Day 3

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

Please note:

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

YOUR SANTA'S AURORA ITINERARY

WE'VE PUT TOGETHER AN OVERVIEW SANTA'S LAPLAND ITINERARY SO YOU KNOW WHAT TO EXPECT FROM EACH DAY OF YOUR HOLIDAY

3 Night Itinerary

Day 1

Morning	Fly from the UK and land at Ivalo airport
	See a Santa's Lapland Representative at the airport and get your transfer information.
Afternoon	Arrive at your accommodation & check in. Your thermal suit & boots are ready to collect from the hotel reception.
	There's an afternoon tea buffet lunch included, for you to enjoy when you're ready
Evening	It's time for your Wilderness Dinner & reindeer sleigh ride (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

All day	Enjoy a full day in Lapland however you want to spend it
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Day 3

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

Day 4










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


Please note:

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

SENSORY GUIDE KEY










A LIST OF SYMBOLS AND THEIR MEANING FOR THE SENSORY LEVELS

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

Sensory Levels	Low	Medium	High	Very High
				










SANTA'S AURORA

GREAT SEARCH ACTIVITIES

SENSORY ELEMENTS									
<p>HUSKY SLED RIDE Embark on an energetic husky sled ride through the snowy forest wilderness and experience how the elves get around, swooshing through the snow. Duration: Whole experience is approximately 40 minutes.</p>		4	2	3				2	
<p>SANTA'S ELVES WORKSHOP Step into Santa's Workshop and discover what our cheeky elves really get up to as they help Santa get ready for Christmas. Become part of the magic and join them for an adventure full of mischief and festive fun. Duration: Approximately 15 minutes.</p>	3	3			3		3	1	4
<p>MAGICAL SLEIGH RIDE All aboard the reindeer sleigh to search for Santa.</p>			2	2	2			3	










SANTA'S AURORA

GREAT SEARCH ACTIVITIES

SENSORY ELEMENTS									
SANTA'S SECRET LOG CABIN Tucked away in the forests where dreams come true, once you have found the cabin you'll have your private meeting with Santa.	2				3	2	3		
THE FINAL STOP Gather inside a traditional Kota to celebrate the Great Search activities you have completed today.	4	3		4					3










SANTA'S AURORA

RESTAURANT & REST STOPS

SENSORY ELEMENTS									
<p>LUNCH RESTAURANT Recharge your batteries with a wonderfully warming 2-course meal and plenty of hot berry juice. Duration: Group dependent.</p>	2	2	2					2	
<p>WARMING ROOM Pop inside the log cabin, where there's a lovely warming fire and big windows overlooking the forest. Here you can sit down, relax and enjoy some ginger biscuits and hot berry juice. Duration: As long or as little as you like!</p>	2		3			4	2	1	

SANTA'S AURORA

YOUR FIRST EVENING AND LAST MORNING ACTIVITIES

SENSORY ELEMENTS									
<p>WILDERNESS DINNER Your first dinner is a Lappish set menu, served on traditional Finnish tableware. The elves may visit to share a story. Duration: Group dependent.</p>	2	2	3		3		2		2
<p>REINDEER SLEIGH RIDE Step into your own sleigh, while your local Sami guide takes the reins. Rudolph's friends will transport you around the incredible scenery! Duration: Whole experience is approximately 15 minutes.</p>			2	1	2	4		2	
<p>SNOWMOBILE SAFARI On your last morning, take to the snow on our exhilarating snowmobiles. Parents are in charge of driving, children will be seated in a sleigh behind a guide. Duration: Approximately 1 hour.</p>		4	3	4				1	



HUSKY SLED RIDE

A FAST PACED SLED RIDE PULLED BY HUSKIES THROUGH THE SNOW

The husky sled ride is a very fast paced activity, with multiple sled's going on the ride at one time. Please be ready to listen to the Husky Guides and to act quickly when they give instructions.

SLED

The sled's are handmade out of wood and are very low to the ground. There is a small wooden rail to keep you safe and you'll sit one person in front of another when you are in the sled. To get into your sled you will need to step over the rail, and crouch down to sit and get comfy. At least one adult in the group will drive the husky sled. A full tutorial is given on how to drive the sled, but please let us know if there isn't an adult in your group comfortable to drive. If so we will need to arrange a local driver for your sled, it's important that you inform us of this requirement at the time of booking, as availability is limited.

Once in the sled, be sure to keep your hands and feet inside the sleigh and stay seated. As soon everyone is ready you'll be moving quickly across the snow and because you are low to the ground it can be quite bumpy so hold on tight to each other! We recommend you have a buff to cover your face as it can get very cold with the wind chill.

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 are 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 unless you are with one of the Guides.

Important Information: you will get a set time for this activity on your transfer to the Aurora Activity Centre.



SENSORY ELEMENTS

Husky Sled Ride



4

2

3

2





ELVES WORKSHOP

AN IMMERSIVE AND INTERACTIVE EXPERIENCE EXPLORING THE ELVES WORKSHOP

ELVES WORKSHOP

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

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

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



SENSORY ELEMENTS						
Elves Workshop	3	3	3	3	1	4



MAGICAL SLEIGH RIDE

ALL ABOARD THE MAGICAL SLEIGH TO SEARCH FOR SANTA!

MAGICAL SLEIGH RIDE

Your Search for Santa begins and who better to help you than one of Santa’s reindeers! You’ll have your own private sleigh for you and your family, and you will sit with one other person next to you. The sleighs are quite deep with a bar on either side - it can be a little tricky to get into the sleighs but your Reindeer Guide will give you instructions on how to safely climb aboard and get settled in. Once everyone is in your search for Santa begins! Remember to stay seated and keep your hands and feet inside the sleigh, sit back and enjoy the ride.

There may 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. 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.

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

Top Tip: Speak to any of our Santa’s Lapland Representatives who can advise when there is little wait time for the Magical Sleigh Ride.

SENSORY ELEMENTS				
Magical Sleigh Ride	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 to reach the front door.

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

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

SENSORY ELEMENTS



Santa's Secret Log Cabin

2

3

2

3



RESTAURANT, REST STOPS & TOILETS

The average temperature in Lapland in 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. When you are in need of a break, head to the restaurant or the warming room.

LUNCHTIME RESTAURANT

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

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







WARMING ROOM

You can also head to the warming room to warm up and refuel. It's a log cabin building with a fire and big windows that look out onto the Lappish wilderness. Take a seat at one of the tables and enjoy a hot berry juice and a ginger biscuit (or two).

Top Tip: The two food options provided are perfect to refuel everyone after being outside in the cold, but we do always recommend bringing some extra snacks to tuck into throughout the day.

TOILETS

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

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





YOUR FIRST EVENING

WILDERNESS DINNER - YOUR FIRST EVENING MEAL










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

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

REINDEER SLEIGH RIDE

You and one other person from your group will have your own personal sleigh. The sleighs are quite deep with a bar on either side - it can be a little tricky to get into the sleighs but your Reindeer Guide will give you instructions on how to safely climb aboard and get settled in. Once everyone is settled your reindeer sleigh ride begins and is driven by the Reindeer Guide. Remember to stay seated and keep your hands and feet inside the sleigh, sit back and enjoy the ride! Unlike the huskies, reindeer are very quiet animals and can be quite anxious. It's very important to be calm and quiet around the reindeer so as not to frighten them. The reindeer sleigh ride is very peaceful and has a much slower pace than the huskies sled ride.

There will be a crackling open fire outside.

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



YOUR FINAL MORNING

SNOWMOBILE RIDE

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

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

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

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

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

SENSORY ELEMENTS				
Snowmobile Ride	4	3	4	1





TRANSPORT

AIRPORT & FLIGHTS

The airport at Ivalo is very small and very busy with hundreds of people arriving and leaving each day. Due to its location in the Arctic Circle, facilities that may be available at your UK departure airport, such as quiet zones or accessible waiting areas, will not be available. There is no ambulift or step free access to and from aircraft at Ivalo airport.

Often your Santa's Lapland Ranger 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.

The airport has very limited food options, so we recommend purchasing food and drink before you leave your hotel for your journey home. In some cases, bad weather can cause delays, so we'd also recommend making sure you have your favourite toys or games to keep you occupied if there is a wait at any point in your departing journey.

COACH TRANSFERS

Whilst you are in Lapland you will travel on coaches with other families who have come to explore Lapland and search for Santa. On the coaches, the Santa's Lapland Ranger will use the microphone to tell you important information at the start and end of each journey. Children are not permitted to sit in the front row or in the seats located behind the middle door for safety reasons. We are not able to reserve seats on our coaches.

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



NEXT STOP, LAPLAND

WE CAN'T WAIT FOR YOU TO JOIN US IN LAPLAND AND HOPE YOU ARE EXCITED FOR YOUR TRIP!

CONTACT US

Our Customer Service 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**.

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

IN RESORT

When you arrive in Lapland, our Santa's Lapland Team will be on hand to assist and answer any further questions you may have.

SANTA'S LAPLAND FAQs & CHRONICLES

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

OUR CHARITABLE PARTNER

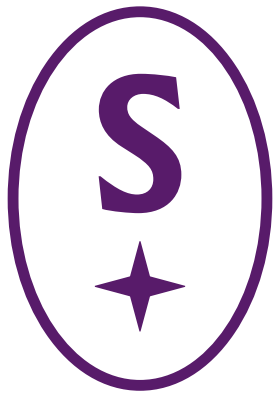
At Santa's Lapland, we believe in the magic of the holiday season and the joy it brings to families. This is why we are proud to support Family Fund, a national charity dedicated to providing essential grants and services to support families, living on a low income, raising a disabled or seriously ill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

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

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



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



SEE YOU WHEN IT SNOWS