



MAKE MEMORIES

## ACCESSIBILITY GUIDE

[accessibility@laplanduk.co.uk](mailto:accessibility@laplanduk.co.uk)

### WELCOME

LaplandUK wishes to be fully inclusive and makes every effort to ensure that the Experience is as accessible to as many guests as possible.

This guide has been produced to give you a detailed and realistic view of the Experience and the services that we can offer for those with accessibility requirements. It will enable you to assess your own abilities and make an informed decision about whether the experience is suitable for you and your loved ones.

We hope that you find it helpful and informative. If there is anything we can do to help, we'd love to hear from you!

Please get in touch with our friendly Elf Help Team at [accessibility@laplanduk.co.uk](mailto:accessibility@laplanduk.co.uk) who will be very happy to assist.

We hope to welcome you to our secret, magical world this Christmas!

### The World of Lapland

Your Lapland experience begins as an immersive theatrical scripted experience that takes place in the Enchanted Forest, the Toy Factory and Mother Christmas' Kitchen.

This is followed with a further 90 minutes of free time exploring the Elven Village.

You'll immerse yourselves in the daily lives of the Elves as they prepare for Christmas. You will have the opportunity to ice skate on Father Christmas' Frozen Pond, send a letter to Father Christmas at Elva's Post Office, refuel in Pumpernickel's Restaurant, an peruse beautiful festive decorations and giftware in the Elf Emporium.

Your personalised audience with Father Christmas will take place in the final hour of your journey, but not before you have travelled deeper into the snowy forest to meet his reindeer and see his magical sleigh.

A tour lasts approximately 4-4.5 hours and is a combination of both indoor and outdoor experiences, set in Whitmoor Forest, which is part of the Crown Estate near Ascot.



## Who to Ask for Help

In Lapland, Human Folk are referred to as Big Folk, and Small Folk, and staff are referred to as “Lapland Folk”.

Lapland Folk are there to provide help and information, and will be glad to help you with any questions you have.

The Guest Relations Team can be found in Lapland branded jackets, pictured left.

If you have any concerns, or questions during your Experience, please speak to one of the Lapland Folk, who will be very happy to help.

## Wheelchair Accessibility

We respectfully remind guests using mobility aids that we are based in a natural forest environment. Although we lay hundreds of meters of stone-foundation pathways, the outside floor can still be soft, uneven, and muddy, and there are some steep sections to navigate due to the natural lay of the forest.

The experience is located in Whitmoor Forest, part of the Crown Estate. As a result, we are unable to install any hard permanent pathways.

The indoor lands of Lapland are on a flat surface and there is step-free access throughout.

Some lands, including the Elven Village, have wood chip floor covering, which can make moving around in a wheelchair challenging, especially with small casters. There is a specific pathway for wheelchair users to enter The Elven Village and to use the ice-skating facilities (pictured right).

If possible, we recommend you bring a wheelchair with off-road tyres, that are suitable for outdoor terrain and environment.

Attachments such as manual or electric front wheel, or electric rear wheel, will assist with geographical features. Please note this terrain can make heavy powered wheelchairs particularly unstable and we do not recommend their use.



## Wheelchair Hire

Should you wish to hire a wheelchair, we kindly ask that this is arranged privately prior to your visit, as we are unable to provide wheelchairs onsite.

## Wheelchair Users: Ice Skating

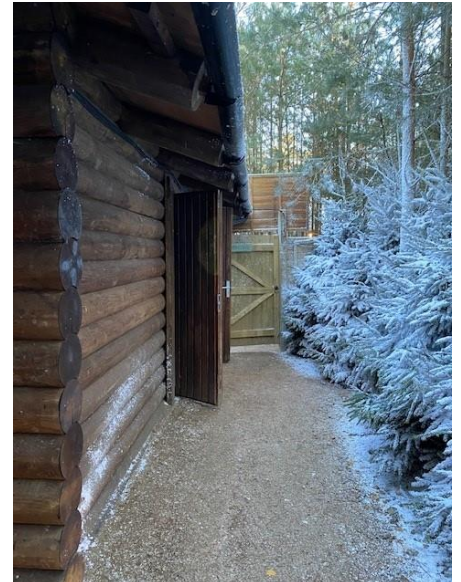
We welcome wheelchair users onto Father Christmas’ Frozen Pond. We ask that wheelchair users are accompanied onto the ice by a confident skater.

If we feel that any guest is at risk, we can refuse entry onto the ice rink. Under health and safety legislation, such a refusal would not constitute discrimination. We hope that you find an accept any decisions made on the day in the interest of your safety.

## Wheelchair Users: Meeting Father Christmas

The journey to meet Father Christmas involves navigating several steep, natural woodland pathways to reach “Compass’ Lobby” – which is where you will sign-in for your personalised visit. You will make your way to Compass’ Lobby at an allocated time; this will be communicated to you when you first arrive in Lapland.

The Elves can arrange for Father Christmas to meet wheelchair users in a cabin located near to Compass’ Lobby. Please let them know when you arrive, and they will be glad to make the arrangements. There is step-free access throughout your Father Christmas visit; please find images below of the cabin.



## Wheelchair Users: Steep Pathways

When leaving the village at your allocated time (found on the back of your Small Folk’s Elven Passport), you will embark on your journey to Father Christmas, by heading on the Elven Trail. Here you’ll wander through the snowy forest to discover the homes of the Lapland Elves, meet Father Christmas’ reindeer and see his magical sleigh in Ambolt’s Forge.

There are several steep, natural woodland pathways to navigate when leaving the village to embark on the Elven Trail, pictured right.

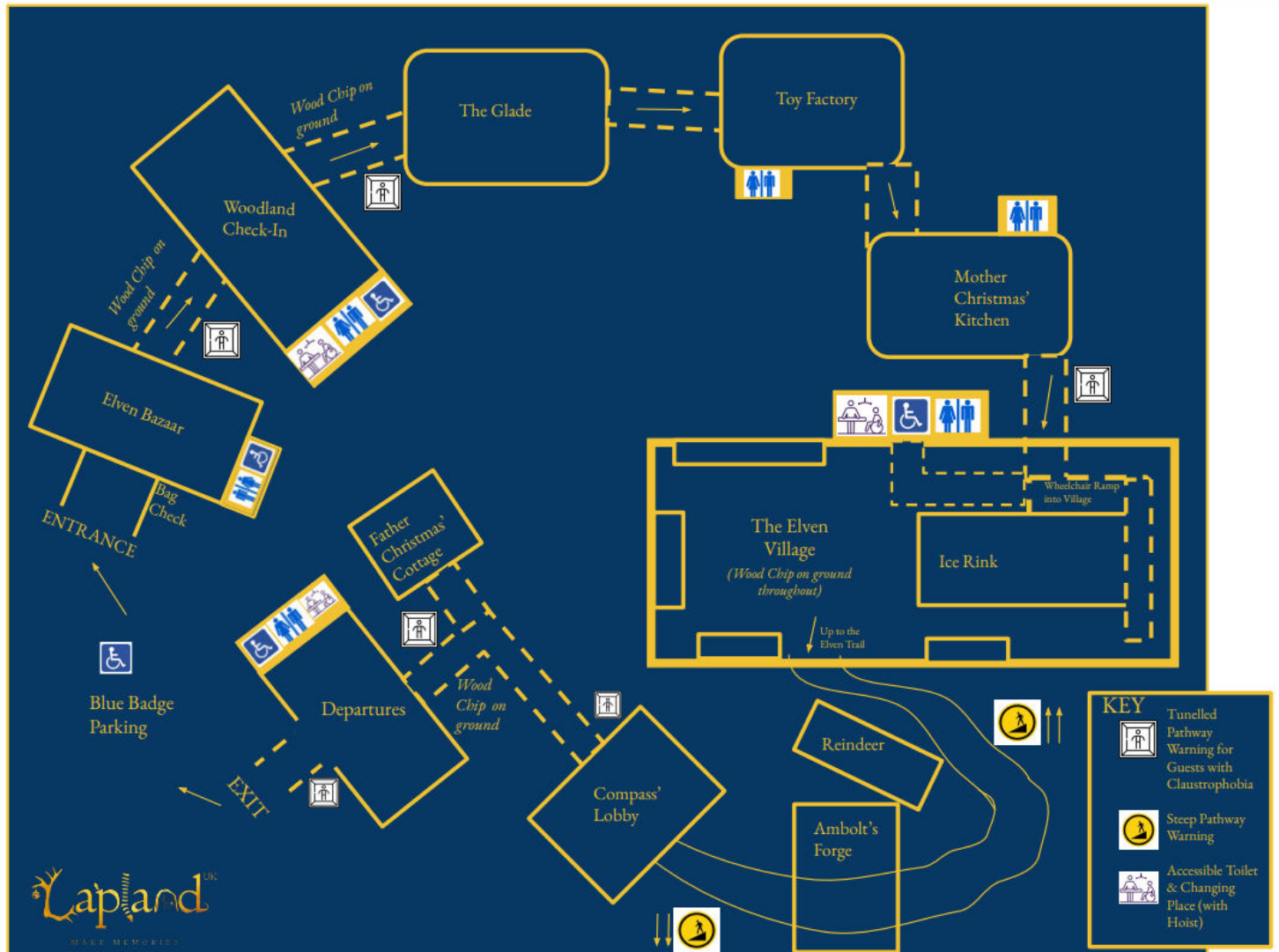
If you have any concerns on the day of your visit, please speak to one of our Guest Relations team. Please kindly note that Lapland Folk are unable to assist with wheelchair transfers or aid with pushing wheelchairs along this pathway.



## LAYOUT

Please note that Lapland operates as a one way system, and it is not possible to re-visit any areas of the Experience once you have moved onto the next.

To help give you a clearer overview of the journey you will take through Lapland, please see the layout below. Tunnelled pathways, and steep inclines have been marked with symbols, as well as clarity over where the Accessible Toilets are available throughout the Experience.



## Visitors with Claustrophobia

We ask you to kindly note that due to the operational nature of Lapland, we operate a one-way system, and it is not possible to avoid passing through tunnelled pathways.

To help you prepare for your visit, tunnelled pathways have been marked on the layout above.

If you, or a member of your booking group, suffers from claustrophobia, and have concerns on the day, please speak to one of our friendly Lapland folk.

## Guest Parking

All parking in Lapland is free of charge and we offer a limited number of designated parking spaces for guests with accessibility requirements. These spaces are conveniently located next to the entrance of Lapland and are managed on a first-come, first-served basis.

Should you wish to use one of these spaces, subject to availability, please show your Blue Badge on arrival at the car park entrance.

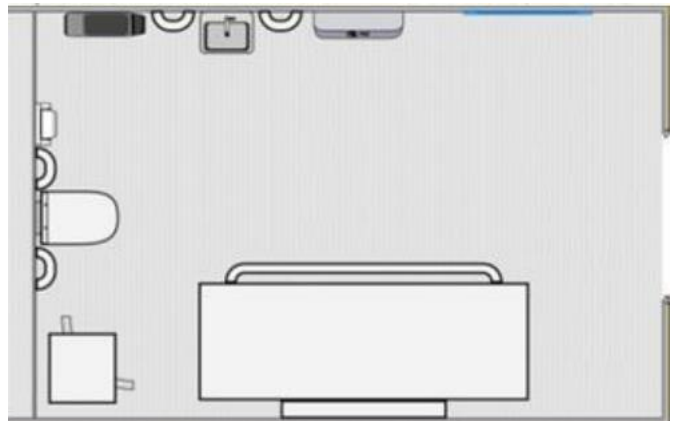
Please be aware that you will exit Lapland in a different location to where you entered. The designated accessible parking spaces are a short distance from the exit. After your visit, should you wish to bring your vehicle closer to the exit to help with accessibility requirements, please speak to one of our parking attendants who will be happy to help.

## Accessible Toilets

We have three accessible toilets in Lapland. They are located at Woodland Check-In (entrance), The Elven Village, and Departures. These are clearly signposted.

Each accessible toilet requires use of a RADAR key. If you do not have access to a RADAR key, please speak to any Lapland Folk who will be happy to assist.

Pictured below is an example of our accessible toilets. You will find that all three accessible toilets are complete with a hoist system.



## First Aid

Lapland has a First Aid Centre located in the Elven Village. All Lapland Folk working there are qualified and equipped to administer first aid in the event of an emergency.

Our First Aid Centre is open each day at 8am and remains available until the last guest leaves Departures each evening.

Should you require First Aid assistance during your visit, please speak to any Lapland Folk who will be able to assist.

## Assistance Dogs

We welcome assistance dogs in Lapland!

If you are planning on bringing a guide dog, please do let us know beforehand so we can update your booking accordingly. We are unable to accommodate assistance dogs in training, and therefore ask that the relevant training certificates are provided.

We ask that all guests always remain in control of their assistance dog, keeping them on a lead or in a harness. Please note that Lapland Folk are not able to look after your assistance dog at any point in the Experience.

We do not sell food for guide dogs; please ensure that you bring food, and a bowl so your assistance animal can drink regularly throughout the day.

Due to the nature of the activity, assistance dogs are not permitted on Father Christmas' Frozen Pond. If you wish to go ice skating, they must be left with a member of your party.

Please kindly note that there will be real reindeer at the top of the Elven trail.

## Portable Hearing Loops

We are pleased to offer portable hearing loops for guests with a suitable hearing aid at the following locations;

- ❖ Check-In
- ❖ Compass' Lobby
- ❖ Father Christmas' Woodland Home

Please speak to one of our Lapland Folk who will be glad to make the arrangements. Should you require the use of a portable hearing loop when meeting Father Christmas, please mention this to the elves in Compass' Lobby. They will ensure your personalised audience takes place with one.



## Lapland Lanyards

Any visitor with a hidden disability can collect a complimentary Lapland Lanyard during their visit. These act as a discreet sign to staff that an individual may need additional assistance or support.

Lanyards can be collected upon arrival at Check-In – please ask one of the Check-In Elves, who will be happy to assist. We also recognise Sunflower Lanyards as a discreet sign of a hidden disability.

## Sensory Boxes

If a member of your party has a vision impairment, our sensory boxes are a wonderful way to understand the environment in select parts of the Experience. We offer the sensory boxes in The Enchanted Forest, and Father Christmas' Woodland Home.

If you would like a sensory box when journeying to the Enchanted Forest, please ask our Check-In Elves. For a sensory box for your Father Christmas visit, please speak to one of the Elves at Compass' Lobby. We kindly ask that you return these boxes to our Lapland Folk when finished.



## Trigger & Safety Warnings

To help us create memorable magic throughout the Experience, there will be elements of lighting, sound, and other sensory enhancements that we'd like to let you know about to help you prepare for your visit.

## Epilepsy & Photosensitivity

Some elements of the Experience which may disturb guests with epilepsy or photosensitivity include:

- Stage Lighting
- Lighting changes
- Coloured strobe lights
- Flash Photography

Guests will experience stage lighting in The Glade, The Toy Factory, and Mother Christmas' Kitchen, as well as strobe lights briefly in the Toy Factory. There will also be flash photography at the end of your visit to Father Christmas' Woodland Home.

## Children with Noise Anxiety

Some parts of the Lapland experience take place in environments that contain loud noises, microphones and guest participation (cheering, clapping, music, etc.)

For children with noise anxiety, ear defenders are available in the following areas:

- ❖ Check-In
- ❖ The Enchanted Forest
- ❖ The Toy Factory
- ❖ Mother Christmas' Kitchen

Please ask our Lapland Folk on the day, who will be able to arrange these for you. To ensure as many guests benefit from the use of ear defenders, we kindly ask that these are returned to Lapland Folk when finished with.

## Additional Warnings

We ask you kindly to note that we also include the following throughout:

- Smoke and haze effects
- Falling artificial snow
- Scent machines throughout performances, and in areas of the Elven Village.

Ingredients of the artificial scents used will be available nearer to the time of your visit. If you have any concerns, please get in touch with our team at [accessibility@laplanduk.co.uk](mailto:accessibility@laplanduk.co.uk)

## Adults with Hidden Disabilities

Sometimes adults with a hidden disability might benefit from attending on a child's ticket. In these instances, we invite you to book a child ticket for them. Please get in touch with our Elf Help Team at [accessibility@laplanduk.co.uk](mailto:accessibility@laplanduk.co.uk) who will be very happy to assist in updating your booking.

Please remember that all bookings will still require a minimum of 1 adult ticket, and 1 child ticket.

## Superstar Day

Superstar Day is a specifically adapted show, tailored for those with additional needs. We are proud to be the first company in the UK to designate a specific adapted day to allow greater flexibility and support for those with additional needs.

Superstar Day differs from a standard day; the day is subsidised by LaplandUK, and all tours operate at a significantly reduced capacity. Tours are, therefore, quieter with improved accessibility and offer the additional support of medics and performance interpreters, if required. For our wheelchair users, we remove furniture from several of the sets to allow greater access.

Our Superstar Day is very popular, and places are secured on a first-come, first-served basis.

Please note, although our Superstar Day is our only reduced capacity day, we would also recommend our 8am and 8:30am standard tours for booking groups that are looking for a quieter tour and reduced capacities.

As the first tours of the day, your tour group are amongst the first to reach the Elven Village, therefore, the time spent here, will be quieter than if you attended at a later tour time. Your tour group will also be the first to visit Father Christmas' woodland home, meaning less families will be in Compass' lobby, prior to your visit to Father Christmas!

## Performance Interpreters

For guests who are hard of hearing, our 10am & 4pm Superstar Day tours are performance interpreted. Please advise us by email if interpreting services are required once your Superstar Day booking has been made.

If you have made your booking for a different day, please contact our online Elf Help Team who will be happy to advise on what arrangements can be made for you.



## Personal Assistant (PA) Concessions Tickets

The nature of our event requires all bookings to consist of (at least) one adult and one child per booking.

We understand some of our child & adult guests have additional needs, and in instances where the parent/guardian (or for adults, a close family member) is also their Personal Assistant, we offer PA concession tickets.

These tickets are sold at a 50% discounted rate and are available on all tours across the experience. Guests are invited to select one PA concession ticket during the booking process.

All PA tickets are subject to receipt of individual supporting evidence and approval and must be arranged prior to your visit; it is not possible to apply for any PA ticket discounts on the day.

A Personal Assistant must be over the age of 16 and capable of assisting the guest with the additional need.

For further guidance on PA tickets, we have included our frequently asked questions below. If you cannot find the answer to your question below, please do get in touch at [accessibility@laplanduk.co.uk](mailto:accessibility@laplanduk.co.uk).

### Personal Assistant Ticket FAQ's

#### ***1: Can I apply for more than one Personal Assistant concession ticket?***

To ensure as many families as possible can benefit from a PA concession ticket, guests are limited to one PA concession ticket per booking.

#### ***2: Should I purchase an additional adult ticket for my Personal Assistant and then request a refund?***

No, this is not necessary. During the booking process please selected one PA concession ticket, this is a valid adult ticket for your Personal Assistant.

#### ***3: I only have one adult in my booking, who is also the Personal Assistant. How should I book?***

Please select one PA concession ticket and then the required amount of child tickets. Your selected PA ticket (once evidence of eligibility is received), is a valid adult ticket on your booking.

#### ***4: When do I need to provide PA evidence?***

Once you have placed your booking you will receive a separate email asking for your evidence of eligibility to be uploaded. Once we have received this evidence, your PA concession ticket will be approved.

#### ***5: What eligibility evidence do I need to provide?***

We currently accept the following eligibility evidence:

- Letter/notice of entitlement for DLA, PIP, AA, or Carer's Allowance
- Blue parking badge\* or Disabled Freedom Pass

- DID Card or Access Card\*

Please note failure to provide evidence will result in the PA concession ticket being removed from the booking.

### **6: Can I bring an additional PA on the day without booking?**

All PA concession tickets must be booked and approved prior to your visit, including our Superstar Day. If you arrive on the day of your visit without a PA ticket, your Personal Assistant will be refused entry.

## How to book a Personal Assistant (PA) Concession Ticket

### **STEP 1:**

Once you are ready to make a booking, you will be asked to select the type of tickets you require for each group member.

### **STEP 2:**

Please select a Personal Assistant concession ticket for the adult on your booking who is attending as the Personal Assistant.

**STEP 3:** Once you have made your booking, you will be contacted to upload your PA concession ticket evidence.

**STEP 4:** When your evidence has been received, your PA ticket will be approved.

**STEP 5:** Contact us if you need any assistance relating to your PA ticket.

## Contact Us

We are available at every step of the way should you need any assistance. Please do not hesitate to get in touch with us via Facebook messenger, or by directly contacting our dedicated accessibility team at

[accessibility@laplanduk.co.uk](mailto:accessibility@laplanduk.co.uk)

To enable us to help you as quickly as possible, if you have already made a booking, please quote your booking reference number, and contact us on your lead booker's email address.

We are looking forward to welcoming you to our secret, magical world this Christmas!