



ACCESSIBILITY GUIDE ASCOT

Contact: accessibility@laplanduk.co.uk

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Welcome to Lapland Ascot

At Lapland, we are committed to creating an inclusive and magical experience for all our guests. We strive to make our experience as accessible as possible and have created this guide to offer a detailed and realistic overview of what to expect during your visit.

This guide will help you assess your own needs and determine whether the Lapland Experience is suitable for you and your loved ones. Our goal is to support you in making an informed decision so you can fully enjoy the magic of Christmas with us.

If you have any questions or need assistance, our friendly Elf Help Team is here to help. Please don't hesitate to reach out via our website's Contact Form or by emailing our dedicated accessibility team at: accessibility@laplanduk.co.uk

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

The World of Lapland

Your Lapland adventure is an immersive, theatrical experience lasting approximately 4 to 4.5 hours. The first 90 minutes brings to life the magic of Eeko's Glade, the Lapland Toy Factory, and the Lapland Bakery through captivating live performances.

The journey continues with a further 90 minutes of free time in the bustling Lapland Elven Village, where you can explore the daily lives of the Elves as they busily prepare for Christmas.

In the Lapland Elven Village, you can enjoy ice skating on Father Christmas' Frozen Pond, send a letter at Elva's Post Office, savour festive treats at Pumpernickel's Restaurant, and explore charming decorations and gifts at the Elf Emporium.

Before your personalised audience with Father Christmas in his snowy cabin, your family will journey deeper into the forest to meet his reindeer at Little Rudi's Stables and see his magical sleigh in Ambolt's Forge.

The experience combines indoor and outdoor activities set in the stunning Whitmoor Forest, part of the Crown Estate near Ascot.

Superstar Day

Superstar Day is a specifically adapted day of the season, tailored for those with additional needs.

Superstar Day differs from a standard day; the day is subsidised by LaplandUK, and all tours operate at a reduced capacity. This creates a quieter, more accessible environment that includes the additional support of a larger team of onsite 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 tickets go on sale alongside all other tickets during our annual ticket release. These tickets are very popular, and places are secured on a first-come, first-served basis.

Wednesday 26th November 2025.

Our 2025 Superstar Days in both Ascot and Manchester are fully booked.

Performance Interpreters

We are delighted to offer performance interpreted tours at 10am and 4pm on our Superstar Day, conducted by qualified British Sign Language interpreters. If you require interpreting services for either of these tours, please notify us via email after making your Superstar Day booking.

For bookings on other days, please contact our team at accessibility@laplanduk.co.uk. They will be happy to assist and provide guidance on alternative arrangements, such as rescheduling your booking or offering a complimentary ticket to bring your own interpreter.

Quieter Tour Options

For families looking for quieter tours, we recommend booking our 8:00 am or 8:30 am tours. As the first tours of the day, your group will arrive at the Lapland Elven Village before later tour groups, creating a quieter and more relaxed atmosphere. You'll also be among the first to visit Father Christmas' Snowy Cabin, ensuring a more peaceful wait in Compass' Study.

Alternatively, our later twilight tours at 17:30 and 18:00 also offer reduced capacity in the Lapland Elven Village, being the final tours of the day. However, please note that these tours finish later, with departure from Lapland at approximately 22:30, making them more suitable for older children.

Guide for Autistic Visitors

Our Autistic Visitors Guide has been created to provide a detailed and realistic overview of the experience, along with the services we offer to assist guests with autism.

To access the guide, please follow this link: [Accessibility Webpage](#)

Adults with Hidden Disabilities and a believing age

Families with an adult who has hidden disabilities, and a believing age are warmly welcome to book a child's ticket for them. This allows them to fully enjoy the Lapland Experience - from receiving a personalised invitation and taking part in all the activities, to sharing a special moment with Father Christmas and receiving gifts.

Once your booking is confirmed, please email us at accessibility@laplanduk.co.uk so we can note this on your reservation and ensure the experience is tailored to your needs.

Optional red lanyards are available at check-in to discreetly identify adults attending on a child's ticket. These help our team offer thoughtful support while preserving the magic of the day for everyone.

Personal Assistant (PA) Concessions Tickets

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

We understand some of our child and 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.

If you are unable to select a Personal Assistant concession ticket during the booking process for any reason, please go ahead and complete your booking, then contact us immediately. Our team will be happy to assist in adding a PA concession ticket to your booking.

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 with our team at 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.

We completely understand that some bookings may require additional support. If further assistance is needed, any extra Personal Assistants are more than welcome to attend by purchasing standard tickets.

Please note, if an additional Personal Assistant is required due to complex health or behavioural needs, we kindly ask that you provide additional eligibility evidence from your care agency or Education, Health and Care Plan (EHCP) confirming that 2:1 support is essential. All applications for an additional PA concession ticket will be reviewed on a case-by-case basis.

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 select 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 is a valid adult ticket on your booking.

4: When do I need to provide PA evidence?

You do not need to provide your PA concession ticket evidence at the time of booking. We will contact you later in the year with instructions on how to upload **one piece of evidence** from the list below.

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

5: What eligibility evidence do I need to provide?

We currently accept the following forms of eligibility evidence:

- The front page of a DLA (Disability Living Allowance) or PIP (Personal Independence Payment) letter
- The front page of an Attendance Allowance letter
- The front page of a Carer's Allowance letter
- A Recognised Assistance Dog ID card
- A Blue Parking Badge or Disabled Freedom Pass
- A Certificate of Vision Impairment (CVI) or BD8 Form
- An Access Card (or equivalent) with a +1 symbol

If you're unable to provide any of the evidence listed above, please submit the documentation you do have. We will review this on a case-by-case basis.

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

No, all PA concession tickets must be booked and approved prior to your visit, including our Superstar Day.

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: You do not need to provide your PA concession ticket evidence at the time of booking. You will be contacted later in the year with instructions on how to upload one piece of evidence (from the list above).

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.

Who to ask for Help during your visit



Dressed in Lapland woodland green (pictured left), our Guest Relations Team, is always ready to assist. They are positioned at key points throughout the Lapland Experience: at the start of your journey, in the Elven Bazaar, within in the Lapland Elven Village, and at the end in the Farewelf Forest.

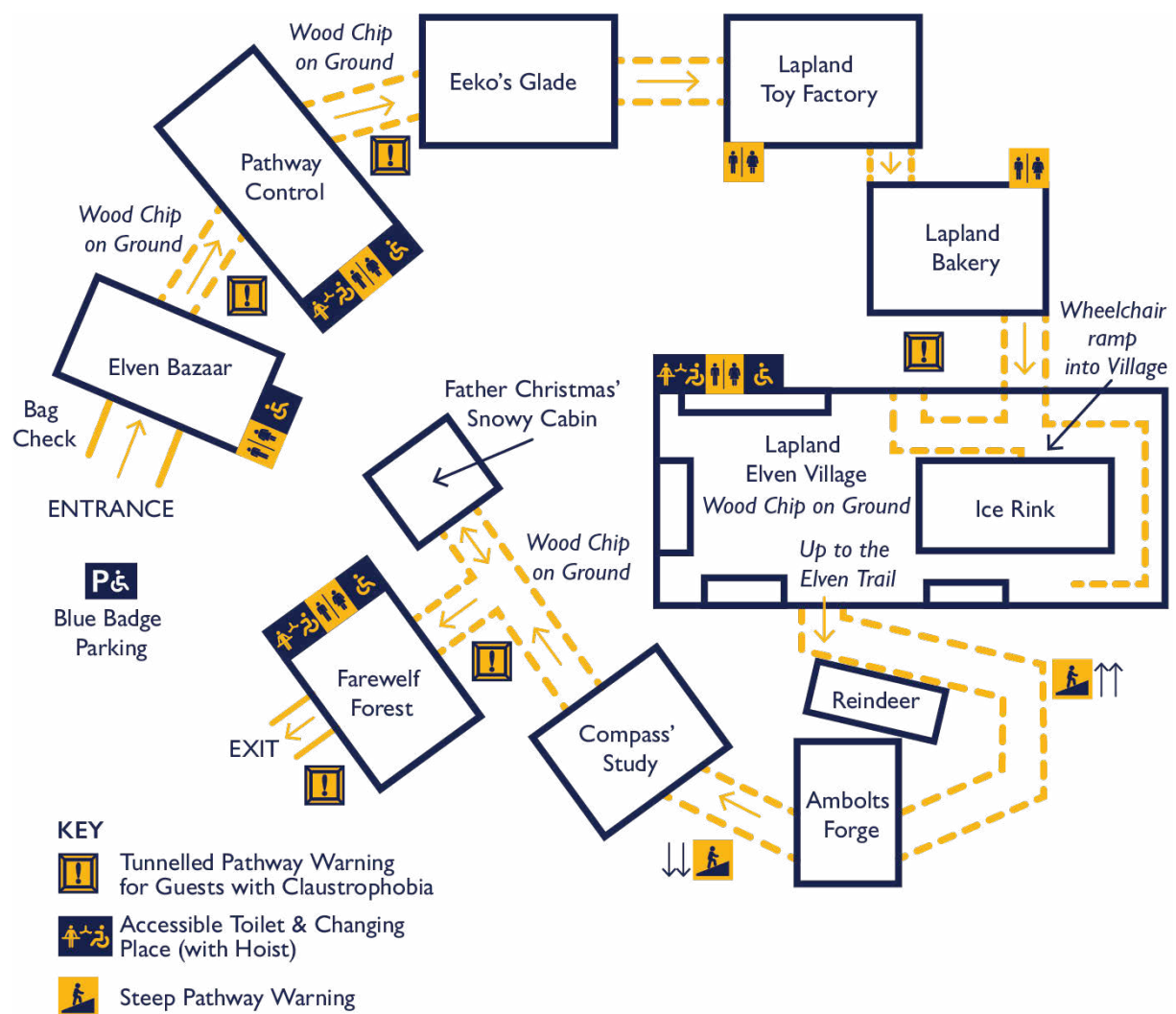
During the performance sections of your visit, Eeko's Glade, the Lapland Toy Factory, and the Lapland Bakery a Host will be present in each scene to provide support as needed.

If you have any questions or need assistance, feel free to approach any member of the team. They'll be happy to help, ensuring you have a truly magical visit.

Lapland Map

To provide you with an overview of your journey through Lapland, please refer to the layout below. Tunnelled pathways and steep inclines are marked with symbols, and the locations of Accessible Toilets throughout the Experience are clearly indicated.

Please note that the distance guests will walk between the Entrance and Exit of the Lapland Experience is just under one mile.



Guest Parking

Parking at the Lapland Experience is free of charge. A limited number of designated accessible parking spaces are available near the entrance on a first-come, first-served basis.

Please note that the exit is in a different location from the entrance. The accessible parking spaces are a short walk from the exit. If you need to bring your vehicle closer for easier access, please speak to a parking attendant, who will be happy to assist.

Layout

Please note that Lapland Experience 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.

Accessibility Information for Wheelchair Users

We respectfully remind our guests that our experience takes place within a natural forest environment, where the terrain **can present challenges for mobility aids**. Although we have laid hundreds of meters of stone-foundation pathways, the outside floor can still be soft, uneven, and muddy.

The indoor areas of the Lapland Experience are fully accessible, with flat surfaces and step-free access throughout. However, some outdoor areas, such as the Lapland Elven Village, have a wood-chip floor covering. This is difficult to navigate with wheelchairs, especially those with small castor wheels. A designated pathway is available for wheelchair users to access the ice-skating facilities (pictured right).

We recommend using a wheelchair with off-road tyres designed for outdoor terrain. Attachments such as a manual or electric front wheel, or an electric rear wheel, can assist with navigating the landscape. *Please note that the terrain may make heavy powered wheelchairs particularly unstable, and we do not recommend their use.*



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 who also must wear ice skates.

Please be aware that if our team feels any guest is at risk, we reserve the right to refuse entry onto the ice rink. This decision would be made solely in the interest of safety. We kindly ask for your understanding regarding any such decisions made on the day.

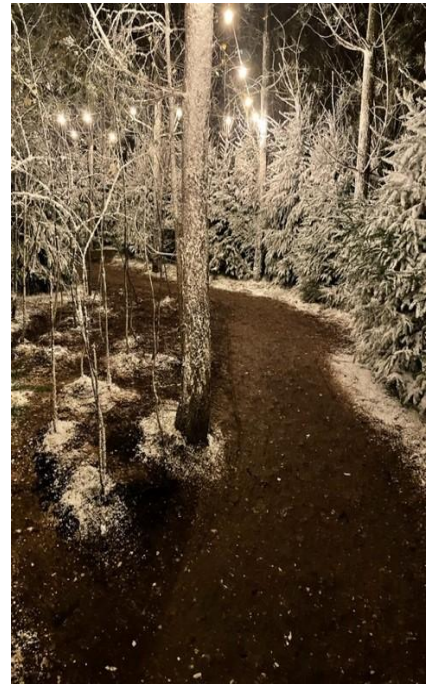
Wheelchair Users: Steep Pathways

As you leave the Lapland Elven Village, you'll embark on the Elven Trail - a woodland path that winds through snowy landscapes, where you'll discover the homes of the Lapland Elves, visit Little Rudi's Stables to meet Father Christmas' reindeer, and see his magical sleigh at Ambolt's Forge.

Please note that some sections of the Elven Trail feature steep, natural woodland pathways, which may be challenging for wheelchair users (as pictured). We recommend that guests who require mobility support attend with a companion able to assist if needed.

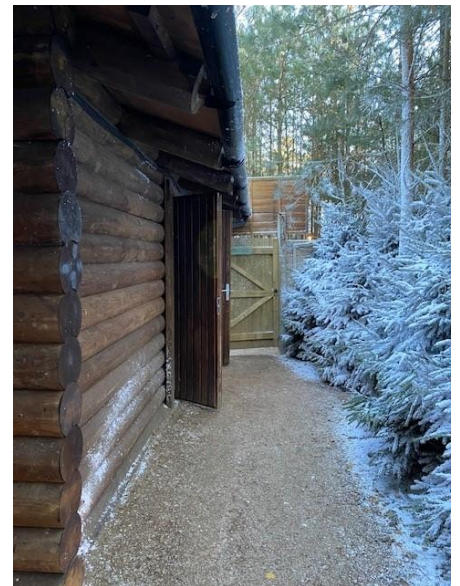
For health and safety reasons, our Lapland Folk are unable to provide physical assistance, including pushing wheelchairs along the route.

If you have any concerns or would like more information, please contact us at accessibility@laplanduk.co.uk.



Wheelchair Users: Meeting Father Christmas

At the end of the Elven Trail, you will arrive at "Compass' Study," where you sign in for your personalised visit with Father Christmas. For wheelchair users, our Elves can arrange for Father Christmas to meet you in a nearby accessible cabin. Please let the Elves know when you arrive, and they will be happy to assist. There is step-free access throughout your Father Christmas visit. Please find images below of the cabin.



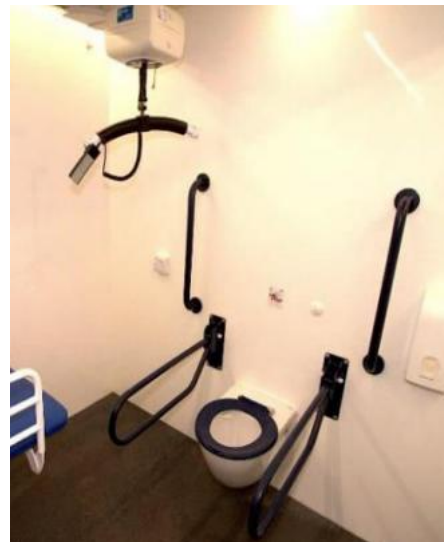
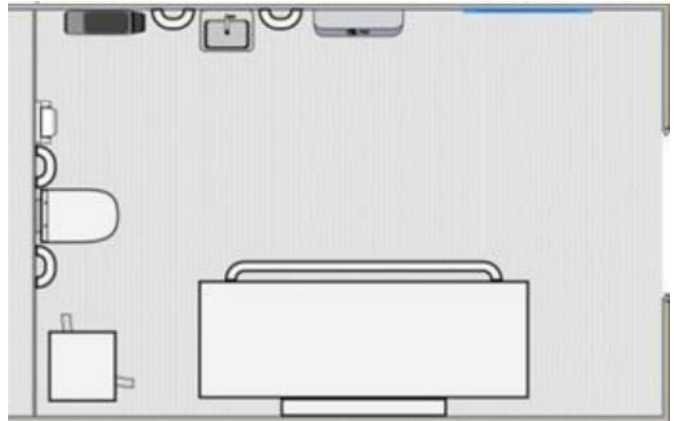
Wheelchair Hire

If you require a wheelchair for your visit, we kindly ask that you arrange this privately in advance, as we are unable to provide wheelchairs on-site.

Accessible Toilets

We have three accessible toilets at the Lapland Experience. They are located at Pathway Control (check-in), The Lapland Elven Village, and the Farewelf Forest. These are clearly signposted.

Pictured below is an example of our accessible toilets. You will find that the first two accessible toilets are complete with a hoist system as seen below.



Visitors with Claustrophobia

If you, or a member of your booking group, suffers from claustrophobia and have any concerns, we encourage you to contact us in advance at accessibility@laplanduk.co.uk.

Alternatively, on the day of your visit, please speak to a member of our Guest Relations Team or the Host present in each performance scene - they'll be happy to assist and help ensure you feel as comfortable as possible throughout your experience.

First Aid

LaplandUK has a First Aid Centre located in the Elven Village, next to the ice-skating rink. Our qualified first aid team is equipped to help in the event of an emergency.

Our First Aid Centre opens each day at 8am and remains available until the last guest leaves the Experience each evening.

Should you require First Aid assistance during your visit, please speak to our Guest Relations team who will be able to assist.

Assistance Dogs

To qualify as an assistance dog, the animal must meet the legal definition under the Equality Act 2010. This includes dogs trained to guide a blind person, assist a deaf person, help someone with a disability such as epilepsy that affects mobility, or support someone with another prescribed disability.

We welcome trained assistance dogs at Lapland. If you are attending with your assistance dog, please inform us in advance so we can note it on your booking.

We cannot care for your assistance dog during the experience, so please bring food and a bowl for your dog's comfort. For safety reasons, assistance dogs are not permitted on Father Christmas' Frozen Pond. If you plan to ice skate, please arrange for someone in your party to care for your dog during that time.

Emotional Support Animals

Please note that while we understand the importance of emotional support animals, they are not covered under the Equality Act 2010 and, as such, unfortunately, cannot be permitted on the premises.

Lapland Lanyards

Any visitor with a hidden disability can collect a complimentary Lapland Lanyard during their visit. These lanyards serve as a discreet indicator to staff that additional assistance or support may be needed.

Lanyards can be collected upon arrival at Pathway Control. Simply 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.

In addition, we offer red lanyards for adults with additional needs who may be attending on a child's ticket. While not compulsory, these lanyards are available for families who would like this recognition.

Portable Hearing Loops

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

- ❖ Pathway Control - Check-In
- ❖ Compass' Study
- ❖ Father Christmas' Snowy Cabin

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' Study. They will ensure your personalised audience takes place with one.



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 Eeko's Glade, The Lapland Toy Factory, the Lapland Bakery, and Father Christmas' Snowy Cabin.

If you would like a sensory box for Eeko's Glade, please ask our Check-In Elves. For a sensory box in the Lapland Toy Factory and the Lapland Bakery, please speak to the Host in each scene. For your Father Christmas visit, please speak to one of the Elves at Compass' Study.



To ensure that these boxes can benefit all our guests throughout the season, we kindly ask that you return these boxes to our Lapland Folk when you have finished using them in the respective areas of the experience.

Braille Invitations

As part of your Lapland booking, every child attending on a child ticket will receive a personalised Invitation and Thank You card. We are also pleased to offer these in Braille for your Small Folk.

To request the Braille version, please contact us via our website's Contact Form or by emailing our dedicated accessibility team at: accessibility@laplanduk.co.uk and we'll be happy to arrange these to be sent separately for you.

Trigger & Safety Warnings

To help us create a memorable and believable 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 Eeko's Glade, the Lapland Toy Factory, and the Lapland Bakery. There will also be flash photography at the end of your visit to Father Christmas' Snowy Cabin.

Children with Noise Anxiety

Some parts of the Lapland Experience take place in lively environments featuring, amplified speech (microphones), music, and guest participation such as cheering and clapping.

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

- ❖ Pathway Control - Check-In
- ❖ Eeko's Glade
- ❖ The Lapland Toy Factory
- ❖ The Lapland Bakery

Please ask our Check-In Elves 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:

- Haze effects
- Falling artificial snow
- Scent machines throughout all areas including the Lapland Elven Village

Contact Us

We are here to assist you every step of the way! If you need any help, please don't hesitate to reach out to us via our website's Contact Form or by emailing our dedicated accessibility team at: accessibility@laplanduk.co.uk

To help us assist you as quickly as possible, please include your booking reference number and contact us using the lead booker's email address if you've already made a booking.

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