

Personal Assistant (PA) Tickets

All Personal Assistants must be aged 16+ and be capable of supporting the Access Guest throughout the entirety of their visit. They must accompany this guest at all times and will not be permitted into the event without the person they are supporting.

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How To Book: Step-By-Step Guide

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. Only **one PA concession ticket may be selected during the booking process**. This allows us to monitor allocations and manage availability fairly across all guests.

STEP 3: Please ensure **all required tickets are purchased at the time of booking**. Where eligibility criteria are met, standard tickets may be amended to PA tickets after booking, subject to approval.

STEP 4: You do not need to provide your PA concession ticket evidence at the time of booking. You will need to submit your **PA evidence via the form in the confirmation email**, which you will receive when you book your tickets. Accepted Eligibility evidence is listed in the information below.

STEP 5 : When your evidence has been received, your PA ticket will be approved.

STEP 6 : To apply for additional PA tickets, please see information below.

STEP 7 : Contact us if you need any assistance relating to your PA ticket.
accessibility@laplanduk.co.uk

Two Families Within One Booking


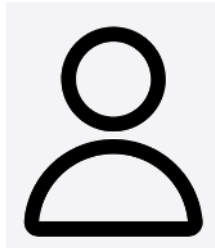
If two separate families are visiting under a single booking, one PA ticket should be selected during the booking process. Once the booking is confirmed, a second eligibility form may be requested. Upon receipt and approval of the required evidence, a second PA ticket may be added.

Children Who Need An Accompanying PA Ticket

All children are required to be accompanied by an adult when visiting Lapland. As a result, purchasing an accompanying adult ticket does not create any additional attendance cost beyond the standard booking requirements applicable to all guests.

We recognise that a supporting adult may spend time assisting a child during their visit. In acknowledgement of this, we offer Personal Assistant (PA) tickets at a **50% reduced rate** as part of our accessibility arrangements.

You will be able to add **one PA ticket** to your booking when you purchase tickets online. After completing your booking, you will receive a confirmation email containing instructions to submit your PA eligibility evidence (listed below) via the online form.


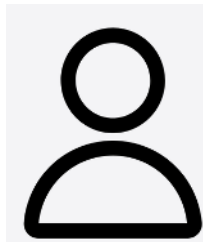

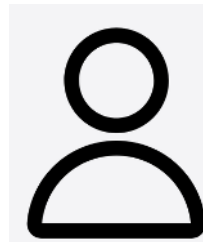
Example 1: Child requires access support from their accompanying adult		
Visitor	 Child	 Child's Personal Assistant
Ticket	Child Price	50% concession
How to book	Online	Online
Evidence required:	Access Card +1 DLA or PIP, Attendance Allowance or Carer's Allowance front page Recognised Assistance Dog ID card Certificate of Vision Impairment (CYI) or BD8 Form Hearing Aid Battery Booklet/Audiogram summary letter/Cochlear Implant letter/GP registration of deafness or hearing loss	

More Than One Child In The Group Needs Support

For your first Personal Assistant ticket, you will need to submit your eligibility evidence using the form included in your booking confirmation email.

If more than one child in your booking requires support, please contact accessibility@laplanduk.co.uk to request an additional PA ticket. A second eligibility form will then be issued for completion.


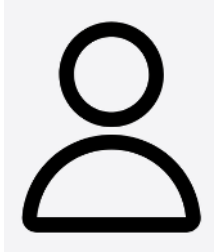
Guests should purchase their required tickets at the time of booking. Following submission and approval of the required eligibility evidence, the booking will be amended to include the PA concession and a 50% refund will be processed for the relevant ticket.

Example 2: Group/family has more than one child needing support				
Visitor	 Child 1	 Child 1 Personal Assistant	 Child 2	 Child 2 Personal Assistant
Ticket	Child Price	50% concession	Child price	50% concession
How to book	Online	Online	Online	By Email
Evidence required (per child):	Access Card +1 DLA or PIP, Attendance Allowance or Carer's Allowance front page Recognised Assistance Dog ID card Certificate of Vision Impairment (CYI) or BD8 Form Hearing Aid Battery Booklet/Audiogram summary letter/Cochlear Implant letter/GP registration of deafness or hearing loss			

Adults Of Believing Age Who Need Support

For adults with a believing age, for example guests with a learning disability, we invite families to book them under a child's ticket. PA tickets for these guests are the same as they are for a child's ticket, please see the section above for details.

We respectfully acknowledge that adults with a learning disability are adults, not children. The wording on the ticket just helps us to make sure these guests get the same wonderful immersive experience, including receiving a personalised invitation, taking part in all activities, sharing a special moment with Father Christmas, and receiving gifts.


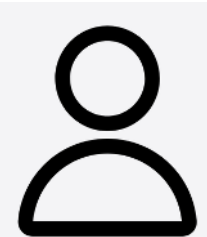
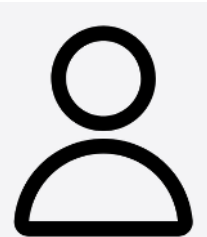
Example 3: Adult of believing age requires support from their accompanying adult		
Visitor	 Adult of Believing Age	 Adult of Believing Age's Personal Assistant
Ticket	Child Price	50% concession
How to book	Online - as child ticket	Online
Evidence required	Access Card + 1 DLA or PIP, Attendance Allowance or Carer's Allowance front page Recognised Assistance Dog ID card Certificate of Vision Impairment (CYI) or BD8 Form Hearing Aid Battery Booklet/Audiogram summary letter/Cochlear Implant letter/GP registration of deafness or hearing loss	

Children who need 2:1 support

Where a child requires **2:1 support** in order to attend, a second PA ticket may be provided at no additional cost, subject to eligibility and supporting evidence.

Please contact accessibility@laplanduk.co.uk to request an additional PA ticket. A second eligibility form will then be issued for completion.

Guests should purchase their required tickets at the time of booking. Following submission and approval of the required eligibility evidence, the booking will be amended to include the PA concession and a refund will be processed for the relevant ticket.




Example 4: Child requires 2:1 support			
Visitor	 Child	 Child's Personal Assistant	 Child's Personal Assistant
Ticket	Child Price	50% concession	No charge
How to book	Online	Online	By email
Evidence required:	Child's Access Card with + 2 symbol Letter from care agency or Education, Health and Care Plan (EHCP) confirming that 2:1 support is essential.		

Adults who need access support

Where an adult visitor requires the support of a Personal Assistant in order to attend, a **complimentary PA ticket may be provided**, subject to eligibility and supporting evidence.

Please contact accessibility@laplanduk.co.uk to request a complimentary PA ticket. An eligibility form will then be issued for completion.

Guests should purchase their required tickets at the time of booking. Following submission and approval of the required eligibility evidence, the booking will be amended to include the PA concession and a refund will be processed for the relevant ticket.

Example 5: Adult requires PA support			
Visitor	 (at least one) Child	 Adult requiring a PA	 Adult's PA
Ticket	Child Price	Full price	No charge
How to book	Online	Online	By email
Evidence required:	Access Card (+1 symbol) PIP enhanced rate, front page Recognised Assistance Dog ID card Certificate of Vision Impairment (CYI) or BD8 Form Hearing Aid Battery Booklet/Audiogram summary letter/Cochlear Implant letter/GP registration of deafness or hearing loss		

PA Support for both Child and Adult in one Booking

Where PA support is required for both a child and an adult within the same booking, only **one PA concession ticket** can be selected during the booking process. Guests should purchase all required tickets at the time of booking.

Requests to amend standard tickets to include additional PA tickets may be made after booking by contacting accessibility@laplanduk.co.uk, in line with the PA policy. Following submission and approval of the required eligibility evidence, the booking will be updated to include the relevant PA concessions, and any applicable refund will be processed.

All additional requests are subject to the relevant eligibility criteria, receipt of supporting evidence, and approval.

Eligibility Evidence

We currently accept the following eligibility evidence:

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

FAQs

Do PAs count towards the maximum booking of 8 per group?

Yes. Personal Assistant tickets count towards the maximum of 8 guests per booking due to space limitations within each area.

Do I need a +1 symbol on my access card?

Yes. Our current eligibility system operates as follows:

Child requiring a Supporting Adult (50% concession):

Any recognised access documentation from our approved list (above) is accepted.

Child requiring 2:1 support:

Supporting evidence in these circumstances may include documentation from a care agency, an Education, Health and Care Plan (EHCP), or an Access Card with a +2 symbol confirming that 2:1 support is essential.

Adult requiring a PA:

Supporting evidence in these circumstances may include Access Card +1 symbol, PIP (enhanced rate) front page of letter.

Please note that, as we are a child-centred family event with unique access considerations, this approach forms part of our current reasonable adjustments framework.

Terms of the PA ticket

A Personal Assistant must be over the age of 16 and able to support the guest's access needs.

PA tickets must be arranged before your visit, when you book your other tickets (or by email soon after if there was a booking issue online). It is not possible to apply for any PA tickets or discounts on the day. All PA tickets must be booked and approved prior to your visit, including Superstar Day.

All evidence needs to be in the name of the person requiring access support. Letters such as Carer's allowance may be addressed to a parent or guardian as long as the child is named in the letter.

Please note, if you do not send in your documents, the PA ticket will have to be removed from the booking. Get in touch with us at accessibility@laplanduk.co.uk if you are having any problem and we will try our best to advise.