



Ascot Accessibility Guide

accessibility@laplanduk.co.uk

Section 1: Accessibility Introduction.....	3
One magical world, two locations	3
Other Resources	3
Section 2: Booking Tickets	4
Personal Assistant tickets	4
Superstar Day Tickets.....	4
Quieter Tour Times.....	4
BSL Interpreted Performance Tickets.....	5
Tickets for Adults with a Believing Age	5
Section 3: Preparing for your Visit.....	7
Journey Planning.....	7
Parking	7
Braille & Audio Invitations.....	7
Wheelchair Rental	7
Section 4: During Your Visit.....	7
Timings and Activities	7
Low Sensory Spaces	8
Charging Points	8
Lapland Layout and Map	9
Toilets.....	10
Physical Access and Ground	11
Overview	11
Access to Ice Skating	12
Access to Meeting Father Christmas.....	13
Who to ask for help	14
First Aid.....	14
Lost in Elven Village.....	14
Lapland Lanyards.....	15
Hearing Loops	15
Storytelling Boxes	15
Assistance Dogs	16

Provisions.....	16
Advance notice	16
Requirements	17
No Dogs on Ice	17
Other Animals.....	17
Lights, Noise and Sensory Effects	17
Epilepsy & Photosensitivity	17
Noise and Ear Defenders	17
Other Sensory Effects.....	18
Visitors With Claustrophobia	18
Allergen Information	18
Gingerbread Options:.....	19
Content Warnings	19
Contact and Feedback	19

Section 1: Accessibility Introduction

At Lapland, we are committed to creating an inclusive and magical experience. We strive to make this experience as accessible as possible.

This guide offers a detailed and realistic idea of the booking process and what to expect during your visit. We hope it will help you decide if the Lapland Experience at Ascot is right for you and your loved ones.

If you have any questions, our friendly Customer Relations Team (Elf Help Team) is on hand! Please don't hesitate to reach out via our website's [LaplandUK Contact Form](#) or by emailing accessibility@laplanduk.co.uk. Please include your booking reference if you have booked tickets.

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

One magical world, two locations

This guide is for Lapland Ascot. Lapland Manchester has its own Accessibility Guide and information. This can be found on the Accessibility page of our website.

Please refer to the [Physical Access and Ground Conditions](#) section if you are an adult wheelchair user.

If Ascot is not accessible to you, please do consider the Manchester experience. Lapland Manchester is more physically accessible than Ascot because it is built on a flat, indoor surface, rather than outdoors.

Other Resources

You can find our downloadable [Sensory Guide for Big Folk](#) on our website's Accessibility Page.

Our Sensory Guide is designed to help you and your Small Folk prepare for your magical Lapland adventure. It provides a step-by-step overview of what to expect in each area, including the Lapland characters you'll meet, sensory environments, and seating arrangements. You can explore the journey together in advance, helping you decide what to share with your Small Folk and what to keep as a magical surprise.

Before your visit, please log in to [MyLapland](#) and complete the **Additional Assistance Requirements** section under **Personalise**. This will help us prepare for your arrival and ensure that any appropriate support or adjustments can be arranged in advance. When you arrive, please also speak to our Check-in Team, who will be happy to discuss any assistance you may need during your visit.

For queries about something other than accessibility, please check out our online FAQs or contact us via our Contact Form [LaplandUK Contact Form](#)

Section 2: Booking Tickets

Personal Assistant tickets

Our Personal Assistant Ticket Guide outlines the booking and eligibility process for booking Personal Assistant (PA) concession tickets. To view the full guide, please click [here](#).

Superstar Day Tickets

Superstar Day is an adapted day within our season. Unlike a standard event day, all tours on this day operate at a reduced capacity (less guests on each tour). This creates a quieter, more relaxed and accessible environment, with additional support in place for families who may benefit from it.

A British Sign Language (BSL) interpreted performance is also available on the 11:00am tour.

Superstar Day 2026 will take place on **Wednesday 25th November 2026**.

Our Superstar Day may be helpful for guests who:

- Have multiple access needs or a medical condition
- Have a learning disability and/or are autistic
- Find busier environments overwhelming
- Use BSL to communicate and wish to attend the interpreted performance

Any family who feels they would benefit from a quieter, more supportive environment due to access needs is very welcome to book.

Superstar Day tickets go on sale during our annual ticket release alongside all other dates. As this is a popular day, tickets are allocated a first-come, first-served basis.

What if I can't come on that day?

While Superstar Day is designed to offer a reduced-capacity experience across all tours, we aim to make Lapland as accessible as possible throughout the season. A range of accessibility support is also available on standard tour days, including low-sensory spaces, storytelling boxes, ear defenders and sensory toys.

Our full accessibility provision is outlined in this pack. If you have any questions or would like to discuss individual access requirements, please get in touch with our team.

Quieter Tour Times

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. You'll also be among the first to visit Father Christmas' Snowy Cabin, ensuring a more peaceful wait in Compass' Study.

Our last tours at 17:30 and 18:00 also offer reduced capacity in the Lapland Elven Village.

However, please note that these tours finish later, with departure at approximately 22:30, making them more suitable for older children.

BSL Interpreted Performance Tickets

We offer BSL interpreted performances on the following tours:

- 11:00 Tour – Superstar Day, Wednesday 25th November 2026
- 13:00 Tour– Sunday 13th December 2026

These performances are interpreted by a team from Performance Interpreting.

To attend a BSL interpreted performance, please book one of the listed tours. Once your booking is confirmed, email us to let us know you require BSL interpretation. We will add a note to your booking to help ensure the appropriate arrangements are in place for your visit.

The first 90 minutes of the Lapland experience is an immersive theatrical journey through four performance areas: Pathway Control, Eeko's Glade, The Lapland Toy Factory, and The Lapland Bakery. All performances throughout this part of the experience are BSL interpreted.

You will then have 120 minutes of free time to explore the Elven Village, enjoy ice skating, visit Elva's Post Office or refuel at Pumpernickel's Restaurant. This part of the experience is self-guided, with roaming BSL interpreters available in the village.

BSL interpreters will meet you in Compass' Study and accompany you to your private audience with Father Christmas, providing BSL interpretation throughout.

We offer two pre-arranged BSL-interpreted tour dates, one on a weekday and one at the weekend. Unfortunately, we're unable to arrange BSL interpretation on additional dates upon request.

If you would prefer to visit on an alternative date, we can offer a complimentary Essential Companion (EC) ticket to enable you to bring your own BSL interpreter. We appreciate that this may not be the ideal solution for everyone, but we understand that some families have found this option helpful.

If you have already booked for an alternative date but would prefer to attend one of our two designated BSL-interpreted tours, to discuss whether a change may be possible, subject to availability please contact our Elf Help Team [LaplandUK Contact Form](#) or by emailing accessibility@laplanduk.co.uk

Tickets for Adults with a Believing Age

Families with an adult of believing age, for example, guests with a learning disability, are very welcome to book a child ticket for them.

Please note we respectfully acknowledge that adults with 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 and gifts at the correct points in the Lapland journey.

This allows them to fully enjoy the Lapland experience, including receiving a personalised invitation, taking part in all activities, 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 booking.

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

Section 3: Preparing for your Visit

Journey Planning

The address for Lapland Ascot is:

Whitmoor Forest, Swinley Rd, Winkfield Row, Ascot, SL5 8BD

There is no separate accessible arrival point, please come to the main car park/entrance and you will be directed to accessible parking or drop off.

Parking

Parking 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.

Braille & Audio Invitations

As part of your Lapland booking, every child attending on a child ticket will receive a personalised Invitation and Thank You card.

To request a Braille version of these items, please email accessibility@laplanduk.co.uk, and we'll be happy to arrange for them to be sent separately.

Audio versions of the personalised Invitation and Christmas Morning Thank You Card are available, please check our FAQ's for more information.

Wheelchair Rental

We are unable to offer wheelchairs to rent onsite. Please arrange your own rental in advance if needed.

Section 4: During Your Visit

Timings and Activities

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

Your adventure is an immersive, theatrical experience lasting 4.5 to 5 hours. Through captivating live performances, the first 90 minutes brings to life the magic of...

- Elven Bazaar
- Pathway Control
- Eeko's Glade – Seated performance
- The Lapland Toy Factory – Seated performance with interactive activity
- The Lapland Bakery - Seated performance with interactive activity

The journey continues with a further 120 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. Here 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
- Explore charming decorations and gifts at the Lapland Store

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

For more details about what happens in each area of the experience, please download our Sensory Guide for Big Folk from our website's Accessibility Page.

Low Sensory Spaces

Low-sensory spaces are available during your visit. If a guest needs a break from the performances or sensory environment, please speak to your Tour Guide or a member of our Guest Relations Team.

Take a short break: A member of the team can show guests to a Breakout Space where they can take a moment before rejoining their tour group and continuing the journey.

Continuing to the Elven Village: A member of the team can fast-track guests to the Elven Village. Please be aware that this means missing any remaining performance scenes along the way.

Leave the experience: If guests would prefer to leave, a member of the team can assist them

A low-sensory space is available if a guest requires it in Compass while waiting for their audience with Father Christmas.

If your Small Folk decides they no longer wish to wait or meet Father Christmas, your group, or part of your group, can be fast-tracked to Farewelf Forest, where the shop and exit are located. Please speak to a member of the Guest Relations team who will be able to provide assistance.

Your Small Folk will still receive Father Christmas' gifts, including their Husky soft toy and Golden Bell.

Charging Points

Charging points for electric wheelchairs are available in Elven Village. Please speak to a member of staff if you require access to a charging point.

Lapland Layout and Map

The distance guests will travel between the entrance, and exit is roughly **1 mile/1.6km**.

Please note that the Lapland Experience operates as a **one-way system**, meaning it is not possible to revisit any areas once you have moved on. If you choose to skip any part of the experience, you will not be able to revisit it later.



Areas 3/4/5 are seated performance areas.

Map illustrating the journey through the experience

Toilets

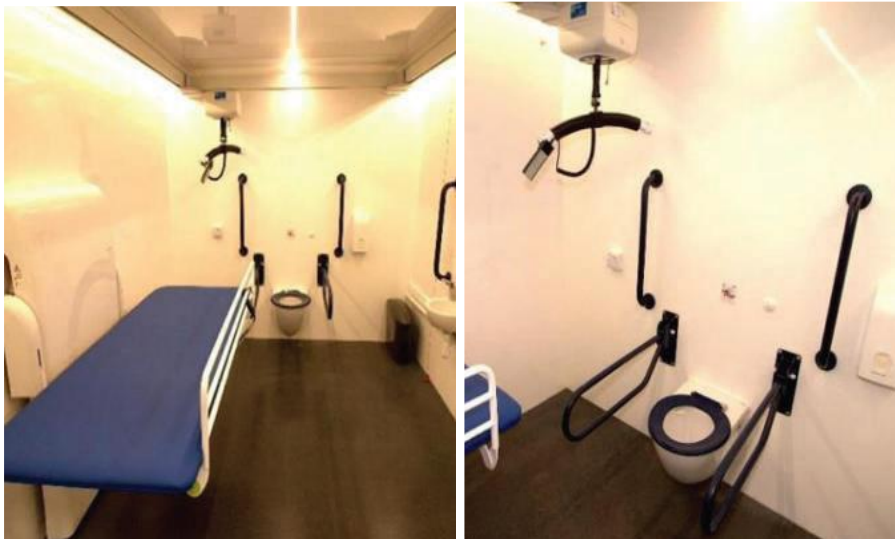
Please see the Lapland Layout & Map section above for a visual guide to the accessible toilet and standard locations.

You can find accessible toilets at these areas of the experience:

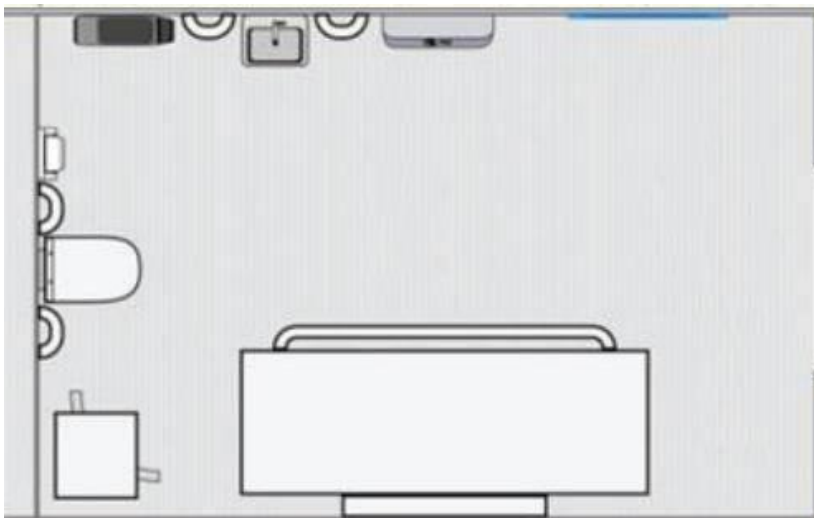
- Elven Bazaar (1st area)
- Pathway Control (2nd area)
- Elven Village (6th area)
- Compass' Study (9th area)
- Farewelf Forest (11th area)

You will find accessible toilets with a full-size changing bed with electric hoist at these areas of the experience:

- Elven Bazaar (1st area)
- Elven Village (6th area)
- Farewelf Forest (11th area)



Accessible toilets with an electric hoist layout



Floor plan of the Accessible toilets with electric hoist

You can find standard cubicle toilets at these areas of the experience:

- Elven Bazaar (1st area)
- Pathway Control (2nd area)
- Lapland Toy Factory (4th area)
- Mother Christmas' Kitchen (5th area)
- Elven Village (6th area)
- Compass' Study (9th area)
- Farewelf Forest (11th area)

Physical Access and Ground

Overview

Please note: Lapland Manchester is more physically accessible than Ascot because it is built on a flat, indoor surface, rather than outdoors. If Ascot is less accessible for you, please do consider the Manchester experience for 2026. The accessibility guide for Manchester is available on our website. The Lapland Ascot experience is step-free with ramped or sloped access to all areas.



Example of the terrain at Lapland Ascot

However, the 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. Many outdoor pathways and the Elven Village have a wood-chip floor covering. Some sections of the Elven Trail are also steep.



Image showing the Elven Trail

In our experience of hosting guests with mobility aids children using manual wheelchairs with attendant support (someone pushing) can be assisted over this terrain. Smaller, lighter chairs are easier to manoeuvre over the woodchip surfaces, and the steep sections; the same applies to any smaller or lighter guest using a compact wheelchair.

- Child or Adult wheelchair users whose wheelchairs have off-road tyres designed for outdoor terrain, or front/rear wheel electric attachments, can usually navigate the terrain without issue.
- Adults who use self-propelling manual wheelchairs will find it difficult to navigate the woodchip terrain unless they are particularly strong and experienced. We strongly recommend bringing a Personal Assistant (PA ticket) to assist, though it can still be challenging for a PA to push an adult wheelchair user.
- The Elven Trail (pictured above) is 9.5 degrees at steepest part, average 9 degrees, 10-15 metres climb.
- Adult-sized larger, heavier powered wheelchairs without off-road wheels tend to become unstable on the terrain.
- The turning circles to enter and exit performance areas are large enough for wheelchair users but not for mobility scooters or longer wheelchair attachments.

Access to Ice Skating

We welcome wheelchair users onto Father Christmas' Frozen Pond. There is a designated ramped pathway for wheelchair users to access the ice-skating rink.

We ask that both adult and child wheelchair users are accompanied onto the ice by one of their attending group members or PA. No shoes are allowed on the rink so the accompanying person must wear skates and must be confident assisting the wheelchair user in moving round the ice in their wheelchair.

Electric wheelchairs must be put into manual mode on the ice for safety and for maintenance of the ice (it can melt under tyres' heat!)

Wheelchair users often use the rink and are welcomed in all but exceptional circumstances, for example if their accompanying adult cannot wear skates and assist them, or if someone is unwell or distressed. Please be aware that if our team feels any guest is at risk, we reserve the right to refuse entry onto the ice rink for safety. We kindly ask for your understanding regarding any such decisions made on the day.

We have attendants on the ice, but they cannot guarantee 1:1 support as they will be monitoring the safety and wellbeing of all guests. There are also 'penguins' to aid standing child skaters.

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 the assistance dog during that time, as staff are unable to provide care. Please ensure a member of your party accompanies you or your child on the ice if needed.



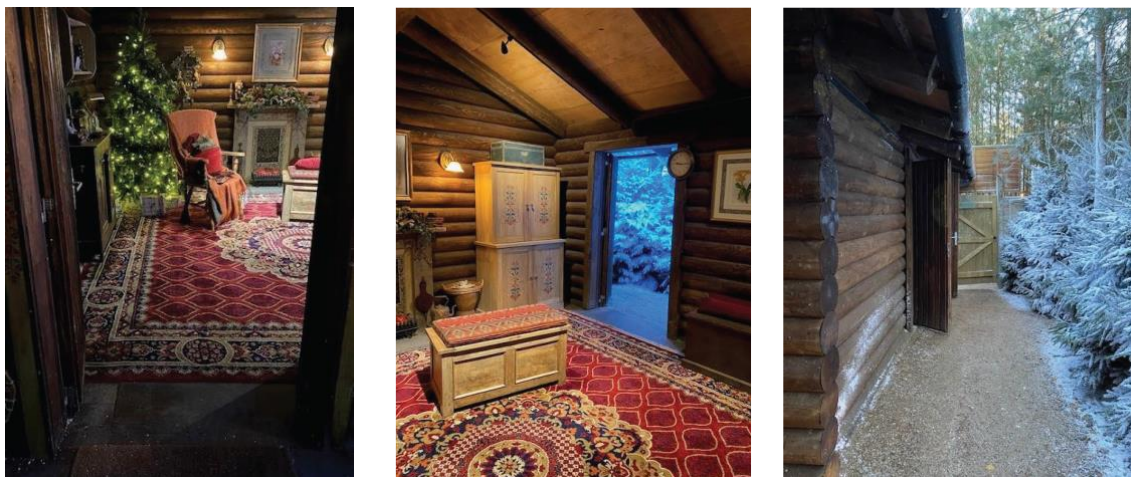
Image of the Ice Rink in the Elven Village in the day and night

Access to Meeting Father Christmas

At the end of the Elven Trail, please check in at Compass' Study for your personalised visit with Father Christmas.

If anyone in your group has mobility needs, including wheelchair users, please let the Elves know upon arrival. Step-free access is available throughout the Father Christmas visit, and accessible cabins can be arranged to support a comfortable and enjoyable experience for all guests. These cabins are located along a flatter route; however, please note that the terrain is not completely level.

Our team will be happy to provide any support required to make your visit as smooth and magical as possible, i.e. hearing loop for hearing aid users, storytelling boxes.



Shows interior and exterior of Father Christmas' cabin. The interior is cheery with a lit Christmas tree, and chair positioned in front the fireplace on a red rug. The outside shows a snowy path lined with snow covered pine trees, and the exterior of the wooden cabin.

Who to ask for help

Dressed in Lapland woodland green, our Guest Relations Team is always ready to help. They are positioned at key points throughout the Lapland Experience:

- at the start of your journey in the Elven Bazaar
- in the Lapland Elven Village
- and at the end in the Farewelf Forest

A tour Guide will be present in each performance scene to provide support as needed.



Example of how Guest Relations may be dressed during your visit

If you have any questions or need assistance, feel free to ask any member of the team. They'll be happy to help!

First Aid

Lapland 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 need First Aid assistance during your visit, please speak to our Guest Relations Team, or any other member of staff.

We have a defibrillator on-site and the relevant staff are trained in its use.

Lost in Elven Village

If you or a member of your group gets separated, please make your way to Elva's Post Office and speak to a staff member, who will be happy to help.

Lapland Lanyards

Any visitors 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 hidden disabilities and a believing age who are attending on a child's ticket. While not compulsory, these lanyards are available for families who would like this recognition.

Hearing Loops

We have portable hearing loops, to enable direct communication with guests who use a hearing aid, at the following locations:

- Check-In
- Post Office, Elven Village
- Compass' Study
- Father Christmas' Snowy Cabin



Example of portable hearing loop

Please speak to one of our Lapland Folk on arrival.

For use of a portable hearing loop when meeting Father Christmas, please ask the Elves in Compass' Study. They will ensure your personalised audience takes place with one.

We do not currently have a hearing loop system for the other areas of the Experience.

Storytelling Boxes

Our storytelling boxes provide a wonderful way to explore and enjoy the environment through the sense of touch and smell. These were designed for blind, visually impaired, or low-visual guests.

Storytelling boxes are available in Eeko's Glade and Father Christmas' Snowy Cabin. Each box contains carefully selected items from each area, such as moss and pinecones in Eeko's Glade, and a golden bell and textured bauble in Father Christmas' Snowy Cabin.

The activities in The Toy Factory and The Lapland Bakery are also highly tactile. Small Folk can feel the soft toy they create in the Toy Factory and explore the shapes, textures, and festive aromas of the gingerbread in the Lapland Bakery.

To access a storytelling box in Eeko's Glade, please ask our Check-In Elves. For your Father Christmas visit, speak to one of the Elves at Compass' Study, who will be delighted to provide a storytelling box for your experience.



Example of Eeko's Glade Storytelling Box.

Assistance Dogs

We welcome trained assistance dogs at LaplandUK.

Provisions

We provide water bowls and a spending area at the start and end of the experience. Please bring food and a bowl if needed.

Advance notice

If you are attending with your assistance dog, please inform us in advance via accessibility@laplanduk.co.uk, at least 7 days prior to your visit so we can note it on your booking.

For everyday venues such as shops, we understand there is no requirement to let people know you are bringing an assistance dog. Because of the nature of our event, it's important for us to know in advance, so we can prepare to meet your needs and prepare our staff teams.

Requirements

Assistance dogs must meet the criteria of the Equality Act and laid out in the Equality and Human Rights Commissions guidance (2017).

This means your dog needs to have been trained:

- not to wander around the site or approach other customers
- only to go to the toilet on command in designated areas of the site
- to sit or lie quietly next to their owner

If the dog does not meet these requirements and is not a trained assistance animal, unfortunately we cannot accommodate them. They will not be permitted entry or will be asked to leave for the safety of other customers.

Due to the nature of our event, we cannot accommodate dogs in training.

No Dogs on Ice

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.

Other Animals

While we recognise the important support a range of animals can provide, at this time we are not equipped to offer access to any other animals apart from trained assistance dogs.

Lights, Noise and Sensory Effects

Epilepsy & Photosensitivity

There is no strobe lighting during the experience.

However, some stage lighting and light changes at Eeko's Glade, the Lapland Toy Factory, and Mother Christmas' Kitchen may disturb guests with epilepsy or photosensitivity. Please get in touch via accessibility@laplanduk.co.uk with any concerns or questions.

There are two areas where flash photography is used during the experience: from a distance on the bridge along the Elven Trail, and close at the end of your visit to Father Christmas' Snowy Cabin. Please note, the flash cannot be turned off at either location.

If you would prefer not to have your photograph taken using flash, you are welcome to take an alternative photo using your own phone or device. Please let a member of staff know at the relevant point in the experience so they can assist.

Noise and Ear Defenders

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

Ear defenders are available in the following areas:

- Check-In - Pathway Control
- Eeko's Glade
- The Lapland Toy Factory
- Mother Christmas' Kitchen



Example of the ear defenders provided on request

Please ask our Check-In Elves for these. 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 at the end of the experience.

Other Sensory Effects

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

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

Visitors With Claustrophobia

Some areas of Lapland experience include covered walkways. Guests who experience claustrophobia are encouraged to review our Lapland Layout and Map in advance to familiarise themselves with these areas. Please note that it is not possible to bypass these walkways without exiting the immersive experience.

If you anticipate significant difficulties, we encourage contacting us in advance at accessibility@laplanduk.co.uk to discuss potential adjustments or additional support for your visit.

Allergen Information

At LaplandUK, we aim to make every visit enjoyable, safe, and comfortable. Our venue features a variety of eateries offering hot meals, drinks, and treats, including vegan-friendly options and gluten-free alternatives. Full menus and allergen information for this season will be available on our FAQ page closer to your visit.

Guests are generally not permitted to bring their own food or drink into the event. However, if you or your Small Folk have severe allergies or access needs relating to food, you may bring suitable alternative food and drink. If this applies to you, please let us know in advance of your visit so we can add a note to your booking and ensure our team is aware.

Gingerbread Options:

During the Mother Christmas' Kitchen activity, we offer two types of gingerbread: Regular Gingerbread (yellow box) and Alternative Gingerbread (red box). Please let our Kitchen Elves know which option you require when you enter. Full ingredient information is detailed on the back of each box and will be available on our FAQ page.

Please note that both types of gingerbread are produced in environments where allergens are present. Although thorough cleaning procedures are followed between batches, we cannot guarantee that the biscuits are completely free from cross-contamination, including traces of nuts.

In line with food safety regulations, we are required to advise guests that the risk of cross-contamination cannot be fully eliminated. Guests with severe allergies are kindly asked to take this into consideration when planning their visit, as you may wish to bring a suitable alternative gingerbread for your Small Folk to decorate.

Content Warnings

There are no specific content warnings as there is no strong emotional content during any of the Lapland Experience scenes. The tone is happy and warm throughout the experience. Our team at Lapland is trained to welcome all customers with joy, care, and sensitivity.

Contact and Feedback

We are here to help you every step of the way! Please don't hesitate to reach out to us via our website's [LaplandUK 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.

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

We are always striving to improve our accessibility. We would love to hear your feedback. Please email us to let us know what worked well during your experience and anything we could improve.