FOR BIG FOLK EYES ONLY!

Lapland

BIG FOLK GUIDE

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Inside this guide, you will find everything you need to know to enjoy the perfect Lapland experience, from arriving in the Whispering Woods to your departure from our Elven World

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How to deliver your Small Folk's Invitations!

Your Invitation Parcel holds a lot of Elf-portant items to be used throughout your magical journey. When and how you deliver your Small Folk's invitations is up to you, but our Elves have put together an easy step-by-step guide below on the order to deliver each piece to make sure your Small Folk are fully immersed in our Elven World.

1. Read your Elven Foreword

Ahead of delivering your Small Folk's invitation, you can familiarise yourself with our magical World by reading our Elven Foreword. You'll find everything you need to make sure you're a part of the magic with your Small Folk!

2. Deliver your Small Folk's Invitation

On the day you choose to give your Small Folk their invitation, remove everything from the box except the wax sealed invitation. Keep the other pieces somewhere safe, you'll need them soon!



Next, place the whole box including invitations in the freezer for one hour. Then... deliver the invitations icy cold from Lapland in the way you think most magical; by the chimney, in a playhouse, on the doormat! We'd love to see your special moments. Have your camera ready and share with @laplanduk! We will share our favourites across our channels.

If you have an infant on your booking, you will also have an Elflet card inviting them to also journey to Lapland, too. If you would like to order additional boxes to have one for each Small Folk, it is still possible to add these to your booking in MyLapland.

3. Share your Whisperleaf

Your Whisperleaf is your Elven ticket to travel. Simply fill in the date and time that your family will be visiting Lapland and share with your Small Folk! When you deliver this is up to you; alongside your invitations, or perhaps a week before your visit.



4. Read The Lapland Grapevine with your Small Folk

In your Invitation Parcel you will have one copy of The Lapland Grapevine; hot off the press from Lapland's very own reporter Elf, Grapevine. He has returned from his travels to Lapland with tales of the world he has witnessed, as well as activities for your Small Folk to complete to get to know the Elves that you will also meet on your journey!

5. Keep your Thank You postcard safe

Make sure you keep the thank you card from Father Christmas hidden away until Christmas Day. As you depart from Lapland you will subtly receive a Little Rudi for every Small Folk in your party. This post card is to accompany this toy on Christmas morning.

Lapland's stories

As your visit approaches, be sure to read Lapland's stories with your Small Folk. Reading these stories will introduce you to the Elven World before you step through the Elven doorway to Lapland with your family, just like Mother and Father Christmas did hundreds of years ago.

Written by Lapland's founders, '**The Untold Story of Father Christmas**' tells the tale of a humble toymaker and his wife, as they embark on a magical journey after the discovery of a secret doorway in the depths of the Enchanted Forest. Stepping through the doorway into Lapland, they go on an incredible adventure, exploring a world inhabited by the Elves!



'**The Untold Story of Father Christmas**' tells why this very special couple were invited to Lapland and became known to Small Folk all over the world as Mother and Father Christmas.

'**The Secrets of the Christmas Elves**' reveals the real reason why Father Christmas delivers toys to Small Folk all around the world and how he makes this incredible journey every Christmas Eve.

Reading these stories with your Small Folk will become a Christmas family tradition for years to come!

Before Your Visit

Where is Lapland?

Lapland[UK] has two locations in 2026:

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

Lapland Manchester
Capesthorne Hall,
Congleton Rd,
Siddington, SK11 9JY

How long does the experience last?

Lapland[UK] is a 4.5-hour treasured experience that takes Human Folk on an unforgettable journey to the snowy home of Father Christmas and his Elves; the first 90 minutes is an immersive theatrical scripted performance which takes place in the Whispering Woods, The Lapland Toy Factory and Mother Christmas' Kitchen. Each family will have their own seating and each Small Folk a dedicated workbench to take part in the The Lapland Toy Factory and Mother Christmas' Kitchen activities.

Following this you will have up to a further 120 minutes to explore the Elven Village, where you can ice skate, refuel in Pumpernickel's restaurant, visit Elva's Post Office, Pixie Mixie's Sweetshop and much, much more!

You'll then wander through the snowy forest to discover the homes of the Lapland Elves, meet Father Christmas' reindeer and see his magical sleigh. Your personalised audience with Father Christmas will take place in the final part of your journey.

Make sure to bring everything you need with you; you'll journey through Lapland on a one-way pathway, and it is not possible to move backwards, or return to any areas of the Experience.

Your MyLapland Portal

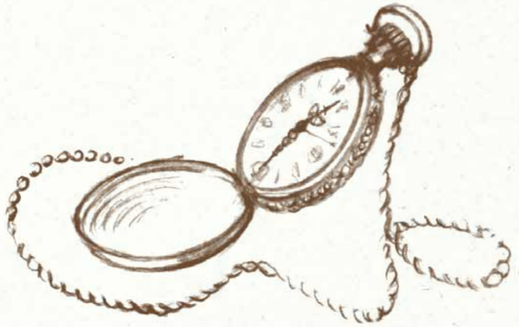
MyLapland is your own portal where you can view and amend your booking for Lapland. Here, you can view your tour details, pre-order the Lapland currency - Jingles, and enter Small Folk personalised details.

Please be sure to input your Small Folk's information for Father Christmas in advance of your visit, and make sure to read our Elf Helpful Hints too, as they will guide you on what information will help us to create a truly magical meeting.

We also encourage you to save your Arrival Confirmation to your Apple or Google Wallet. Alternatively, you can download your booking summary and take a screenshot of the QR Code. Please keep your Arrival Confirmation QR Code easily accessible, as you will need it to enter Lapland and at photo points throughout your journey, where it will be used to save your treasured photo memories.

To access MyLapland, head to our website, and click 'MyLapland' in the top right. You'll then need to submit your booking reference, which will send a magic link to your lead booker's email address. If you are having any difficulty, please get in touch and one of our friendly Elf Help Team will be very happy to help you.

On the Day of Your Visit



When should I arrive?

The time booked is the time that your tour will start and your journey to Lapland begins!

You must arrive 45 minutes prior to your tour time to ensure you have enough time to make your way to the Elven Bazaar, to Check In and get any hot drinks and tasty treats whilst you wait in anticipation for your tour to depart.

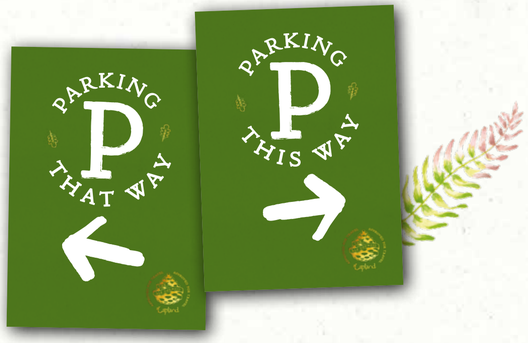
Please arrive on time, as it will not be possible to join a later tour should you arrive late. Instead, a member of the team will escort you to the location of your booked tour, wherever it may be in the experience, and you will sadly miss the earlier parts of the show.

Arriving in Lapland

All guest parking in Lapland is complimentary and we offer a limited number of disabled parking spaces for blue badge holders.

If you are arriving by train, the nearest station to Lapland Ascot is Ascot station, approximately 1.5 miles from the site. For Lapland Manchester, Macclesfield and Wilmslow stations are both approximately 5 miles from the site. Taxi services are available in the local area. Upon arrival at Lapland, you will be guided to the designated drop-off and pick-up point located within the car park.

Remember to read 'Leaving Lapland' on the last few pages of this guide, to arrange your departure from Lapland!





It's my Small Folk's birthday on the day of our visit, what can we do?

The Elves will be so excited to celebrate your Small Folk's birthday with them in Lapland! Elves are born from pinecones, so they celebrate their birthdays as Conedays.

If your Small Folk is celebrating a birthday on the day of their visit, please let your Check-In Elf know. They will be presented with a special Coneday badge for all the Elves to see!

Cont'd

On the Day of Your Visit

What should we wear?

Lapland Ascot
Whilst you will be inside for some sections of the experience, much of your adventure will take place outdoors in our natural forest setting. We recommend wearing appropriate footwear and wrapping up warm for the winter weather.

The forest setting means some pathways are steep and can become muddy at times, and pushchairs and prams may find the ground soft in places. Don't worry though, there are plenty of areas throughout Lapland offering shelter to help keep you warm and dry.

Lapland Manchester
Your Lapland Manchester experience takes place undercover and away from the winter elements. There are some outdoor walkways as you make your way to and from the experience, so we still recommend dressing warmly and wearing comfortable, appropriate footwear.

Can I bring my own food and drink into the experience?

It is not possible for you to bring your own food and drink into the experience; Lapland offers a delicious array of refreshments that can be enjoyed throughout.

Can I store luggage?

Due to the nature of the experience, it is not possible to store luggage for you during your visit.

Can I smoke during my visit?

As a Small Folk's experience based in a real forest setting, we would like to remind guests that you will be unable to smoke in any area of Lapland, this includes electronic cigarettes and vaping.

Is Lapland accessible?

We make every effort to ensure Lapland is accessible to as many guests as possible.

If you have accessibility requirements, we strongly recommend you visit our Accessibility webpage and read our guides.

Or, please contact our friendly Elf Help Team if you have any questions and they will be very happy to help.



Your Journey to Lapland

Check In

When your tour is ready to depart, you will be invited into Check In and warmly greeted by the Woodland Check-In Elves.

To ensure that the Woodland Elves can check you in as swiftly as possible, please ensure you have your e-tickets to hand, which can be downloaded from your MyLapland portal. Please note all group members must arrive together to join your tour.

Once you have been checked in, your Small Folk will receive their Elf Passport, which will allow them to travel the secret Elven pathways to Lapland. If you have pre-ordered Jingles, this is where the Elves will have them ready pouched up for you.

Aside from any final questions you may have, you will then be ready for departure and for your journey to Lapland to begin!

The Lapland Toy Factory

With toys for Small Folk all over the world still needing to be finished, you will make the all-important trip to the Toy Factory, where Whittle, Wish and Conker will be thrilled to welcome the Small Folk to help with their toymaking!

This year, Small Folk will be making Little Rudi in the Toy Factory! Please be aware, the toys made in the Lapland Toy Factory are for operational use only. You will be discreetly handed Little Rudi (one per child ticket) at the end of the experience in the Farewelf Forest with your complimentary photo, ready for you to 'deliver' from Father Christmas on Christmas Eve.







Mother Christmas' Kitchen

After your Small Folk have helped the Elves with their toymaking, you will continue through the Lapland forest until you find Mother Christmas' Kitchen. You can be sure to expect a warm welcome from Mother Christmas and her Kitchen Elves. They will need your help to decorate a fresh batch of gingerbread - Father Christmas' favourite treat!

It will then be time to settle down and enjoy story time with Mother Christmas, before you say goodbye and journey deeper into the forest until you happen upon Lapland's Elven Village!



Cont'd

Your Journey to Lapland

What is there to do in The Elven Village?

Here, you will spend up to 120 minutes immersing yourselves in the daily lives of the Elves as they prepare for Christmas. You will have the opportunity to send a letter to Father Christmas from Elva's Post Office, ice skate on the frozen pond, refuel in Pumpernickel's restaurant, visit Pixie Mixie's Village Sweetshop and peruse beautiful festive decorations, toys and giftware in the Elven Village shops.

Ice Skating

Father Christmas' Frozen Pond is in the heart of the Elven Village. Ice skating is included in every booking and there is no need to pre-book a timeslot. We will provide ice skates for you and offer ice-skating aids if required (on a first-come, first-served basis). Attachable blades for infants are also available on request. With your safety in mind, we kindly ask all guests to wear skates when on the ice, you will be unable to enter the ice in your footwear. Wheelchair users are of course welcome on the ice and must be accompanied by a confident skater in your group. Motorised wheelchairs must be switched off when on the ice. Please note that all children up to the age of 12 years must be accompanied on the ice by a participating adult (aged 18 or over) at all times.

Please bring a spare pair of socks incase your feet get wet when changing your shoes and ice skating boots.

Where can we eat?

Lapland features several eateries throughout the experience, offering a range of delicious meals, hot drinks and tasty treats!

Pumpernickel will be rustling up some delightful food in her Elven Village restaurant, including chicken brioche burgers and freshly stone-baked pizzas, all ready for hungry Small Folk and Big Folk to enjoy!

At the Lapland Bakery in the Elven Village you can get sweet treats for all the family, including our indulgent Christmas Crumble, Cinnamon's Swirls and Lapland's signature hot chocolate, will also be on offer, and a wide range of hot and cold drinks, including warming mulled wine, will also be available.

You'll find our most up to date menu, and allergen guidance on our FAQs page ahead of your visit.



When do we leave the Elven Village?

On the back of your Small Folk's Passport, you'll find your allocated departure window. This shows you the earliest time, and latest time that you can leave the Elven Village. You'll then continue your journey deeper into the snowy forest to meet Father Christmas' reindeer. Keep your eyes peeled for Little Rudi's red nose, which will be shining bright, and learn how Glow the Elf has the very important job of caring for the reindeer all year round.

On your way through, be sure to look out for Elves' houses quietly tucked away, nestled in the Lapland forest.

You will also see Father Christmas' magical sleigh. Ambolt the Elf Blacksmith and his assistant Tinker have been busy working away in their Forge, making sure it is ready to fly on Christmas Eve.

Please be sure to leave the Elven Village at the time stated on the back of your Small Folk's passport. If you leave any later, this will have an impact on your visit to Father Christmas.

Visiting Father Christmas

Compass' Study

After you have seen Father Christmas' sleigh, you will make your way to Compass' Study. Here, you will have the chance to confirm your Small Folk's personal details that you entered in advance of your visit.

Compass, the pathfinder Elf, will be busy plotting the sleigh's route around the world on Christmas Eve whilst you eagerly wait for one of Lapland's helpful Elves to guide your family to Father Christmas' snowy cabin.

Visiting Father Christmas

Visits to Father Christmas take place as per your booking – we are unable to split bookings for separate visits to Father Christmas. Similarly, due to the cosy size of his hidden forest cabin, you will be unable to link up with other bookings for this part of the experience, even if you were linked for the earlier part of the tour.

The number of people on your booking is the number that will see Father Christmas at once.

What gift will my Small Folk receive from Father Christmas?

As a thank you for helping to save Christmas and as is the tradition at Lapland, each Small Folk will receive a beautiful husky dog from Father Christmas, which will be theirs to take home and love.

Father Christmas will hand your Small Folk an adorable husky from his sled team, which he has named his Husky Heroes.

This year, your Small Folk will receive Kloppi! In total there are six huskies in the Husky Hero sled team, Arka, Kivi, Hunaja, Kloppi, Jarvi and Lumi. Each has their own individual personality!

Year on year, returning Small Folk can gradually collect their very own Husky Heroes sled team.



Does my infant receive a gift from Father Christmas?

All babies under 12 months are welcomed for free. They will receive a special gift from Father Christmas but will not directly take part in the activities during the day, receive a husky or a completed version of Little Rudi for the Christmas morning surprise.

Don't forget to leave the Elflet invitation out with your Small Folk's invitation, so they know that their little brother or sister has also been invited to meet the Elves!



Departing Lapland

Can I exchange unused Jingles?

Unused Jingles that you have not spent during your visit can be changed back into human currency in the Farewelf Forest. You can also donate any unused Jingles to the Lapland Foundation, our registered charity which restores wonder and belief at Christmastime to children facing illness, hardship, disability or bereavement.

You can read more about the Lapland Foundation and donate here. Any unused Jingles must be exchanged on the day of your visit, we are unable to refund Jingles once you have left Lapland.

How do I collect Little Rudi, the Lapland Toy Factory toy?

Once your magical visit with Father Christmas has finished, you will continue through the forest to the Farewelf Forest. This is where you can collect your keepsake family photograph as well as Little Rudi (discreetly handed to you at the same time). Please don't forget to collect or check you have the right amount of Little Rudi; you will need to 'deliver' them from FatherChristmas on Christmas Eve!

Should you forget to collect Little Rudi, they can be sent at an additional charge of £6.00 per toy, however if your visit is very near to Christmas, please be aware that we are unable to guarantee delivery before 24th December.

How many photos are included in my booking?

There are many photo opportunities throughout the experience for you to capture magical family memories together, including inside Father Christmas' cabin.

At each photo point, your photographs are saved to your Arrival Confirmation QR Code. You can use this to access and view all of the photographs taken during your visit.

One complimentary photograph is included in your booking, which you can choose at the end of your experience in the Farewell Forest and have presented in a Lapland souvenir folder. You will also have the opportunity to browse your other photographs and purchase any additional photos should you wish to.

Your photographs will also be available to view and purchase online using your smartphone. Kindly note that they will expire 45 days after your visit, so be sure to download any photographs you would like to keep before then.

Can I revisit any areas of the experience?

Please make sure you have all your necessary items with you as you'll be unable to return to the car park once you arrive in Lapland. Your journey through Lapland follows a one-way pathway, which means it will not be possible to revisit areas of the experience. This includes revisiting the Elven Village once you have met with Father Christmas.

Leaving Lapland

If you require a taxi to make your journey home from Lapland, we recommend that this is pre-booked with the company who dropped you off. Please kindly note that our pathways can often be muddy, and therefore, we ask that you bring a spare change of shoes, or shoe covers; local taxi services can refuse pick up if you do not have a change of footwear.

Christmas Morning

Little Rudi

After collecting your Little Rudi toy from the Farewelf Forest, be sure to keep it safe and hidden until Christmas Eve. After your Small Folk go to sleep on Christmas Eve, place Little Rudi and the Thank You card from Father Christmas under the tree and watch their eyes widen with wonder when they discover it on Christmas morning!



Thank You Card

There's magic in the air on Christmas morning when Small Folk find their gifts under the tree. To their joy, they find a postcard from Father Christmas thanking them for coming to Lapland to help the Elves finish making all the toys in time for Christmas, and with it, the very same toy they helped the Elves make in the Lapland Toy Factory. Father Christmas and the Elves agreed that they had truly deserved to keep it to love forever!



And so, your magical Lapland journey has come to an end. It all began with a surprise invitation from Father Christmas, leading to the discovery of an Elven doorway in the Whispering Woods, which opened to a secret, magical World. Your Small Folk will have visited The Lapland Toy Factory and helped save Christmas, met Mother Christmas and the Kitchen Elves themselves, before journeying on to see the reindeer who fly the sleigh on Christmas Eve.

Finally, they will have been personally thanked by Father Christmas and made honorary Elves for all their hard work, with your Lapland journey culminating with the magical Christmas morning surprise.

Your Lapland experience will have truly created some treasured family memories that will last a lifetime.

Merry Christmas!

Lapland