Sensory Guide for Big Folk

Table of Contents

Introduction 3

Key Notes 3

1. Car Park 4
- What happens here? 4
- Who you'll meet 4
- Sensory setting 4
- Notes and Reminders 4
- Moving to the next area 5

2. Bag check & Woodland Check-In 6
- What happens here? 6
- Who you'll meet 6
- Sensory setting 7
- Seating and layout 7
- Moving to the next area 7

3. Elven Bazaar 8
- What happens here? 8
- Who you'll meet 8
- Sensory setting 8
- Seating and layout 9
- Moving to the next area 9

4. Pathway control 10
- What happens here? 10
- Who you'll meet 10
- Sensory setting 10
- Seating and layout 11
- Breakout Space 11
- Notes and Reminders 11
- Moving to the next area 11

5. Eeko's Glade 12
- What happens here? 12
- Who you'll meet 12
- Sensory setting 12
- Seating and layout 13
- Breakout Space 13
- Moving to the next area 13

6. The Lapland Toy Factory 14
- What happens here? 14
- Who you'll meet 14
- Sensory setting 14
- Seating and layout 15
- Breakout Space 15
- Notes and reminders 15
- Moving to the next area 15

7. Mother Christmas' Kitchen **16**
What happens here? 16
Who you'll meet 16
Sensory setting 16
Seating and layout 17
Breakout Space 17
Notes and reminders 17
Moving to the next area 17

8. The Elven Village **18**
What happens here? 18
Who you'll meet 19
Sensory setting 19
Seating and layout 19
Notes and reminders 19
Moving to the next area 19

9. The Elven Trail **20**
What happens here? 20
Sensory setting 20
Moving to the next area 20

10. Reindeer Stables **21**
What happens here? 21
Who you'll meet 21
Sensory setting 21
Seating and layout 22
Moving to the next area 22

12. Compass' Study **23**
What happens here? 23
Who you'll meet 23
Sensory setting 23
Seating and layout 23
Notes and reminders 24
Breakout Space 24
Moving to the next area 24

13. Father Christmas' Woodland Home **25**
What happens here? 25
Who you'll meet 25
Sensory Setting 25
Seating and layout 26
Moving to the next area 26

14. Farewelf Forest **27**
What happens here? 27
Sensory Setting 27
Seating and Layout 28
Notes and reminders 28

Conclusion **28**

Character Guide **29**

Introduction

This Sensory Guide has been designed to help you and your Small Folk prepare for your magical adventure at Lapland. It is especially for those who need to know in detail what's going to happen at each stage, such as guests who have sensory triggers.

For each area of the journey, this guide covers:

- What happens here
- Who you'll meet (staff and characters)
- Sensory setting
- Breakout space or leaving options
- Layout and seating
- Notes and reminders
- Moving to the next area

Every guest experiences Lapland differently and you know your Small Folk best. You may find it helpful to talk through the whole journey with your Small Folk before your visit, or you may decide to keep some magical moments a surprise.

This Sensory guide is a more detailed add-on to the main Accessibility Guide. Please see the main guide for:

- Map
- Physical Access and Terrain
- Toilets and other facilities
- Superstar Day
- Ticketing and PAs
- BSL (British Sign Language) Interpreting
- All other access information

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

Key Notes

None of the Lapland journey is designed to be scary, sad or stressful. The storyline of the journey is warm and gentle, with some rising and falling in tone but no big sudden surprises. The key themes are woodland, magic, winter and Christmas.

This year, we have introduced Breakout Spaces at several points in the journey. These provide a space where you or your Small Folk can take a moment and recharge, if things become too overwhelming.

Your tour group will be assigned a Guide, who will journey with you through the 3 parts of the main performance section (around 90 minutes). If at any point you need assistance, or a quiet moment, please speak to your Guide or any member of the team. You can also ask for Guest Relations. They are available throughout the event and are happy to help.

1. Car Park

Noise	Medium
Lighting	Varies by time of day
Crowds	Medium
Interaction	Low
Breakout space	No
Toilets	Unisex cubicles Accessible toilet

What happens here?

You can arrive by car or be dropped off at our designated Drop-Off Point, located within the car park.

If you need Blue Badge parking or accessible drop-off, please let a member of the team know and they will direct you to the nearest available space.

Who you'll meet

- Parking attendants on hand to welcome you

Sensory setting

- The car park is covered with Trackway matting
- Sounds of guests arriving and car doors closing
- Natural lighting levels depend on the time of day of your arrival
- Artificial lighting provided along pathways

Notes and Reminders

Remember to make a note of your parking area to help you find your vehicle at the end of your visit.

The walk from the car park to Bag Check is approximately 175 metres, followed by a further 240 metres from Bag Check to the event entrance. Please allow extra time for your journey and refer to the Lapland Layout and Map for further details. Benches will be available along the route should you wish to stop and rest.

Moving to the next area

Follow the signs along the pathway to the Woodland Check-In. If you need any help finding the entrance, parking attendants will be happy to help.

2. Bag check & Woodland Check-In

Noise	Medium
Lighting	Varies by time of day
Crowds	Medium
Interaction	Medium
Breakout space	No
Toilets	No

What happens here?

On arrival, our friendly Security Team will:

- Welcome you
- Scan the QR code on your booking confirmation
- Carry out a gentle bag search before you enter

You will then enter the Woodland Check-in, where you will:

- Check in for your visit
- Collect any pre-purchased Jingles, the official elven currency of Lapland!
- Find out if your family group will be in Team Husky or Team Reindeer
- Small Folk will receive their Elf Passport, which they can collect stamps in along the way

A lowered accessible check-in desk is available where you can request:

- Hearing loops
- Ear defenders
- Accessibility lanyards

Guests who have booked the Golden Experience will be welcomed into a separate private check-in area.

Who you'll meet

- Our friendly Security team
- Lapland Team members in costumes

Sensory setting

- Woodland-themed scenery
- Warm, soft lighting
- Background music
- Conversations between guests

Seating and layout

- This area is fully covered
- Check-in desks are positioned in this space
- There is no seating in this area, please ask if you need a seat

Moving to the next area

Once you have checked in, you'll continue along a themed, tunnelled pathway towards the Elven Bazaar.

3. Elven Bazaar

Location	Indoor
Lighting	Medium
Noise	Medium
Crowds	Medium
Interaction	Low-Medium
Breakout space	No
Toilets	Unisex cubicles Accessible Hoist toilet Baby changing

What happens here?

This is a chance to explore the area, meet some of Lapland's Elves, enjoy refreshments at Plume's Café and browse the shops.

There is an opportunity to have a professional photograph taken beside the official Departures to Lapland sign. Please note there will be a flash from the camera. Your photograph will be available to view and purchase at the end of your visit.

Who you'll meet

- Lapland staff in the cafe and shops
- Grapevine, the esteemed Lapland Reporter and Chief Editor of *The Lapland Grapevine*
- Grapevine's assistant, Jot, who helps gather and share the latest news and stories from across the Elven world

Sensory setting

- Indoor setting
- Festive music at a low level
- Guest conversations
- Announcements calling guests for their tour times
- Pine scent

Seating and layout

- Some bench seating available
- Mostly standing zone
- Please ask staff if you need somewhere to perch for accessibility

Moving to the next area

There may be a brief wait to enter the next part of your journey. When your tour group is called, you'll make your way through the doors to Pathway Control.

The tunnels at LaplandUK are approximately one metre wide and are all above ground. While inside, you will not be able to see outside, as the tunnels are enclosed and illuminated by artificial lighting, including lamps and fairy lights.

The tunnels are wide enough for two people to walk alongside one another, with ceilings comfortably above head height. However, people who find enclosed spaces stressful may not find the experience suitable.



Example image of a tunnel at LaplandUK

4. Pathway control

Location	Indoor
Lighting	Medium
Noise	High
Crowds	Medium
Interaction	High (optional)
Breakout space	Yes
Toilets	Unisex cubicles Accessible toilet Baby changing

What happens here?

This is the first performance area. You'll watch a live theatrical performance lasting approximately **15 minutes**, where you'll be introduced to the magical world of Lapland.

Who you'll meet

- Travel Master, who makes sure everyone travels safely along the right pathway
- His enthusiastic assistant Porter & Plume, the Chief Passport Checker
- Jingle, the esteemed Head of the Elven Bank of Lapland
- Your group's Guide

Sensory setting

- A central performance stage
- Magical suitcase doors at the end of the performance
- Live dialogue, music and singing
- Optional audience participation
- Guest laughter and applause

Seating and layout

- Indoor area
- Brown vinyl flooring
- Short queue possible before passing through the suitcase doors
- Limited seating around the edge of the space
- If you or a member of your group would benefit from access seating, please let your Guide know when you meet them

Breakout Space

If a member of your group becomes overwhelmed, there are a few options at this point in the journey:

- A member of the team can show you to the Breakout Space to take a moment,
- You can be fast-tracked to the Elven Village part of the journey, although this means you'll miss the rest of the performance scenes

  OR

- A member of the team can escort you to exit the experience

Notes and Reminders

Your Guide will accompany your group throughout the performance sections of the experience until you reach the Elven Village. They will be your main point of contact and are always happy to answer questions or provide assistance.

The atmosphere can become lively and noisy during the Pathway Control performance. Joining in with singing or any part of the performance is optional. You and your Small Folk are very welcome to simply watch.

Moving to the next area

At the end of the performance, the magical suitcase doors will open, and you'll join either your Team Husky or Team Reindeer Guide. You'll then follow a short pathway through a dimly lit themed tunnel to the next area.

5. Eeko’s Glade

Location	Indoor (looks like outdoor - starry sky)
Lighting	Low
Noise	Medium
Crowds	Low (seated)
Interaction	High (optional)
Breakout space	Yes
Toilets	No

What happens here?

You'll take your seats together to enjoy a live theatrical performance lasting approximately **20 minutes**. Sage and Eeko invite everyone to help open the magical doorway by joining in with a simple rhyme. You can choose to join in or not - it is always up to you.

Who you’ll meet

- Sage, guardian of the Secret Doorway to Lapland
- Eeko, nurturer of Elflets and all the woodland animals
- The group Guide you met at Pathway control will still be with you and happy to help

Sensory setting

- Soft blue and warm amber lighting
- Large woodland tree centre stage
- Artificial grass flooring
- Soft rubber mulch
- Gentle haze effect during the performance, created with water vapour: asthma-safe, does not significantly block view or vision
- Live storytelling and music
- Optional audience participation
- Guests using a Storytelling Box will find items inside that translate the visual woodland scene into scents and textures, such as pinecones

Seating and layout

- Indoor performance area
- Benches for each booking group
- Other families seated nearby
- Ask your Guide for a more accessible seating space

Breakout Space

If a member of your group becomes overwhelmed, there are a few options at this point in the journey:

- A member of the team can show you to the Breakout Space to take a moment,
- You can be fast-tracked to the Elven Village part of the journey, although this means you'll miss the rest of the performance scenes

  OR

- A member of the team can escort you to exit the experience

Moving to the next area

As the magical doors to Lapland open at the end of the performance, a snowy forest scene is revealed outside. This area is brightly lit, which may feel like a noticeable contrast to the darker Glade. A gentle snowfall effect fills the clearing. The snow is made from paper, is non-toxic and is not cold.

You will then enter the courtyard in front of the Toy Factory, where Whittle, the Head of the Toy Factory, will appear on the balcony to welcome guests.

6. The Lapland Toy Factory

Location	Indoor
Lighting	Medium, varies, changes to near-darkness for one short moment
Noise	High
Crowds	Medium (seated)
Interaction	High (optional)
Breakout space	No
Toilets	Unisex cubicles Baby changing

What happens here?

After the welcome from Whittle, the doors to the Toy Factory will open. Small Folk may enter through the smaller Elflet doorway, while Big Folk use the larger entrance. Guests will take their seats for a lively **20 minute** performance.

Small Folk will make a Little Rudi toy, filling Little Rudi's tummy with soft stuffing and magical moss. They will place a heart inside, attach his ears, nose and tail using Velcro, and fasten his scarf.

Then they will place Little Rudi into a basket and onto the magical conveyor belt.

Who you'll meet

- Whittle, the Head of The Lapland Toy Factory
- Conker, his wonderfully inventive assistant
- Wish, the guardian of Small Folk's wishes for Father Christmas
- The group Guide you met at Pathway control will still be with you and happy to help

Sensory setting

- Colourful workshop scenery
- Moving conveyor belts

- Large performance stages
- Live performance, singing and music
- Optional audience participation
- Several lighting changes: the room becomes almost completely dark soon after Wish enters the scene
- Fresh sawdust smell

Seating and layout

- Indoor performance space
- Smooth, level wooden flooring
- Benches and tables
- Raised central walkway connecting two large stages at either side of the room

Breakout Space

There is no breakout space in this area. If any of your group feel overwhelmed during the performance, a member of the team can fast-track you to the Elven Village, although this means you'll miss the rest of the performance scenes.

If you feel you need to leave the experience completely, a member of the team can escort you to the exit.

Notes and reminders

Please note that the model ‘Little Rudi’ that Small Folk velcro together cannot be taken home, it has to go on the conveyor belt. This can be hard for some children so it can help to prepare them. The characters will explain that the Little Rudi toys they have kindly made will be sent off to Small Folk all around the world. A finished Little Rudi, manufactured to the appropriate toy safety standards, will be discreetly given to Big Folk to collect at the end of the experience.

Before leaving this area, make sure you have your Small Folk's Elf Passport stamped by Wish, Whittle or Conker.

Moving to the next area

- Your journey continues through a themed tunnel
- Before entering Mother Christmas's Kitchen there may be a brief queue or pause.

7. Mother Christmas' Kitchen

Location	Indoor
Lighting	Medium
Noise	Low - medium
Crowds	Low (seated)
Interaction	High (optional)
Breakout space	No
Toilets	Unisex cubicles Baby changing

What happens here?

Here, you'll join Mother Christmas in her cosy kitchen to help create the magical Christmas Eve gingerbread recipe. Small Folk decorate their own gingerbread (optional) while seated with their family. They can choose to enjoy it during their visit or take it home.

This interactive performance lasts approximately **20 minutes**.

Who you'll meet

- Mother Christmas lovingly oversees the kitchen, inspiring her Elves
- Dough brings warmth and joy to every bake
- Cinnamon is always encouraging others
- The group Guide you met at Pathway control will still be with you and happy to help

Sensory setting

- Soft, warm lighting
- Christmas decorations
- Prop baking equipment and festive displays
- During Mother Christmas' story, the lighting will gently dim
- Live storytelling, singing and Christmas music
- Optional audience participation
- Generally, one of the quieter, calmer performance spaces
- Scent of fresh gingerbread, cinnamon and festive baking spices

Seating and layout

- Indoor performance space
- Wooden benches and tables

Breakout Space

There is no breakout space in this area. If any of your group feel overwhelmed during the performance, a member of the team can show you to the next area, the Elven Village. This is an outdoor open space you can browse at your own pace, with some quieter spots to rest.

As always, if you need to leave the experience completely, a member of the team can escort you to the exit.

Notes and reminders

If you need gluten-free gingerbread, please let one of the kitchen Elves know and this will be provided. Full ingredient information is available on the gingerbread packaging.

Before leaving, collect your decorated gingerbread and have your Elf Passport stamped by one of our Kitchen Elves.

Moving to the next area

Your Guide will escort you into the Elven Village through a tunnelled pathway. Your journey time from check-in to arriving at this point will be approximately 90 minutes.

Your Guide will then leave the group at this point. There are plenty of Lapland staff around during the rest of your journey, who will be happy to support you with any queries.

8. The Elven Village

Location	Indoor
Lighting	Medium
Noise	Medium
Crowds	Medium
Interaction	Low
Breakout space	No
Toilets	Unisex cubicles Accessible Hoist toilet Baby changing

What happens here?

The Elven Village is the largest area within Lapland and can be explored at your own pace. Here you'll have time to enjoy a variety of optional magical experiences:

- Ice skating
- Meeting the Elves
- Writing postcards
- Visiting the Lapland Store and Bauble shop
- Visiting the sweet shop
- Completing your Elf Passport
- Taking photographs
- Food and refreshments

Many guests take this opportunity to stop for a meal at Pumpernickel's. For the most up-to-date guidance on food options and allergen information, visit the FAQs page at www.laplanduk.co.uk.

For information about Ice Skating please see the main Accessibility Guide.

Who you'll meet

- Guest Relations team are there to support, wearing green coats
- Pixie Mixie is the expert in sweet treats and confections
- Pumpernickel is the beating heart of the Elven Village Market
- Zauber is the Head of the Elf Council
- Elva runs the post office, guiding every letter safely on its way
- Scribble is Elva's keen postal apprentice
- Bauble is the proud owner of the Bauble Treasures
- Treehigh collects the brightest stars to place on top of Christmas trees
- Fable is the guardian of stories
- Pupkin is Father Christmas' Husky Herder

Sensory setting

- Snow-covered area
- Twinkling lights, warm and festive lighting
- Christmas trees, woodland surroundings
- Wooden cabins and market stalls
- Ice rink
- Christmas music
- Guest conversations
- Occasional announcements
- Scents of pine, hot chocolate, coffee and roasted food
- Quieter areas to pause

Seating and layout

- Indoor large space
- Bench areas and seating available throughout
- Shops, cafés and activity areas spread across the village

Notes and reminders

There is a wheelchair charging point available in the Elven Village. Please ask any member of the team to access this.

The surface consists of a mixture of firm, wood-effect panels, artificial snow flooring and soft rubber mulch. All surfaces are on one level.

Moving to the next area

Before meeting Father Christmas, make sure you have:

- Collected any purchases
- Used the toilet facilities if required
- Checked the Elven Village leaving time on the back of your Elf Passport

When you're ready, follow the signs or speak to a member of the team. They will direct you along the Elven Trail towards the Reindeer Stables.

9. The Elven Trail

Location	Indoor
Lighting	Medium
Noise	Low
Crowds	Low
Interaction	Low
Breakout space	No
Toilets	No

What happens here?

You'll continue your journey at your own pace along the Elven Trail, where you'll pass the miniature homes of the Lapland Elves. You will cross a bridge where you can have a professional photograph taken, please note there will be a flash from the camera. This will be available to view and purchase at the end of your visit.

Sensory setting

- Indoor trail with trees and plants
- Directional signs leading to the Reindeer Stables
- Birdsong
- Wind through the trees
- Guests walking and talking nearby
- Gentle festive music
- Elven voices

Moving to the next area

At the end of the trail, you'll arrive at the open door to the Reindeer Stables.

10. Reindeer Stables

Location	Indoor
Lighting	Medium
Noise	Low
Crowds	Low
Interaction	Low
Breakout space	No
Toilets	No

What happens here?

The Reindeer Stables are home to Father Christmas's magical reindeer, which have been realistically brought to life by world-renowned film industry animal specialists.

Your Small Folk will have the opportunity to mix their own special reindeer food to take home and leave out on Christmas Eve.

Guests can explore at their own pace, enjoy the surroundings and take photographs.

Who you'll meet

- Glow the elf lovingly cares for Father Christmas' reindeer
- Lullaby the elf prepares the herd for rest with her soothing songs
- Little Rudi, a reindeer with a glowing red nose

Sensory setting

- Indoor stable area
- Father Christmas' animatronic reindeer
- Soft lighting
- Elves talking about the reindeer
- Other guests talking
- Sounds of the reindeer moving
- Gentle background music

- Hay and wooden stable smell, oaty smell of reindeer food

Seating and layout

- Space to stop and watch the reindeer
- Level wooden flooring

Moving to the next area

As you leave the Stables, you will enter an area where Father Christmas's sleigh is situated. Here, you will have the opportunity to have a professional photograph taken, please note there will be a flash from the camera. Your photograph will be available to view and purchase at the end of your visit.

From the sleigh, the route continues along a covered pathway towards the Compass Study.

12. Compass' Study

Location	Indoor
Lighting	Low
Noise	Medium
Crowds	Low
Interaction	Low
Breakout space	Yes
Toilets	Unisex cubicles Accessible toilet Baby changing

What happens here?

Compass' Study is the final stop before meeting Father Christmas. Upon arrival, the Check-in Elves will greet you and confirm they have the correct personalised information about your Small Folk.

You will then be invited to take a seat whilst you wait for your name to be called to enter Father Christmas' Woodland Home with your booked group.

Who you'll meet

- Compass, who charts the night sky for Father Christmas' journey

Sensory setting

- Low lighting
- Sound of people talking
- Scent of Pine

Seating and layout

- Indoor space
- Level floor
- Forward facing benches in rows
- Short wait to meet Father Christmas

Notes and reminders

You can request a *Storytelling Box* here for your visit with Father Christmas. The items in the box help replace the visual setting of Father Christmas' woodland home through other senses like texture and scent.

If you require a hearing loop for your visit with Father Christmas, please request one from our team at check-in.

Breakout Space

If any of your group feel overwhelmed, a member of the team can show you to the Breakout Space for Compass' Study.

Or, if your Small Folk no longer wish to wait and meet Father Christmas, your family can be fast-tracked to the Farewelf Forest (shop and exit). Your Small Folk will still receive Father Christmas' gifts, including their Husky soft toy and Golden Bell.

Moving to the next area

Your Small Folk's name will be called, and one of the Magic Elves will guide your group outdoors and down the Magical Pathways, lined with tall Christmas trees. Once you reach Father Christmas' Woodland Home, there is a small porch area where you may be asked to wait briefly before entering.

13. Father Christmas’ Woodland Home

Location	Indoor
Lighting	Low
Noise	Low
Crowds	None
Interaction	Medium
Breakout space	No
Toilets	No

What happens here?

Each booked group is invited into Father Christmas's Woodland Home for their own private meeting. Father Christmas will spend time talking with your Small Folk, sharing stories and presenting each child with a Husky soft toy and a Golden Bell. Infants visiting on a complimentary infant ticket will instead receive a special Husky rattle.

You will also be invited to have a photograph taken with Father Christmas. Please note there will be a flash from the camera.

Who you’ll meet

- Father Christmas

Sensory Setting

- Christmas tree and decorations
- Comfortable furniture
- Warm lighting
- Festive decorations
- Wrapped gifts
- Gentle scent of pine
- Camera flash

Seating and layout

- Private indoor room
- Level wood flooring, central rug
- Comfortable seating
- Booked groups remain together
- Step-free access

Moving to the next area

You will leave through the exit door and follow the green bulbs. These will take you along a pathway and through a final themed tunnel to the Farewelf Forest.

You will pass back through a magical doorway, leaving the snowy world of Lapland behind as you return to the woodland of the Human Folk.

14. Farewelf Forest

Location	Indoor
Lighting	Medium
Noise	Medium
Crowds	Medium
Interaction	Low
Breakout space	No
Toilets	Unisex cubicles Accessible Hoist toilet Baby changing

What happens here?

Here you will have the opportunity to browse a selection of magical Lapland gifts and souvenirs. You can collect your complimentary family photograph from the Photography Collection Desk. Exchange any left-over Jingles if you would like them refunded, or you are welcome to keep these as a keepsake.

Your Little Rudi(s) will be also handed to you discreetly for you to present to your Small Folk on Christmas Eve, together with their Thank You Card. One Little Rudi is provided for each child ticket on your booking. Please note that complimentary infant tickets (under 12 months) do not include a Little Rudi.

Sensory Setting

- Gentle festive music
- Quiet storytelling over speakers
- Woodland sounds
- Sound of staff and guests at the tills

Seating and Layout

- Indoor area
- Merchandise stands at a range of heights
- Checkout tills
- Level flooring
- Exit leading back towards the car park

Notes and reminders

Team members remain available until you leave the site. If you need assistance returning to the car park, please speak to a member of the team.

Conclusion

We hope you enjoy your visit to Lapland this Christmas, and we look forward to welcoming you to our magical world.

If you have any concerns or questions regarding your visit, please visit our FAQs or Accessibility webpage at:
https://portal.laplanduk.co.uk/faqs/

Alternatively, please do not hesitate to contact our Elf Help Team at:
accessibility@laplanduk.co.uk

Character Guide

