



# Lapland<sup>UK</sup>

## 2022 ACCESSIBILITY GUIDE





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# Introduction

## Hello, Human Folk!

LaplandUK wishes to be fully inclusive and makes every effort to ensure that the experience is as accessible to as many guests as possible.

We respectfully remind guests that we are based in a natural forest environment. Although we lay hundreds of meters of stone-foundation pathways, the outside floor can still be soft and uneven underfoot and there are some steep sections to navigate due to the natural lay of the forest.

This guide has been produced to give you a detailed and realistic view of the experience and the services that we offer for those with accessibility requirements. It will enable you to assess your own abilities and make an informed decision about whether the experience is suitable for you and your loved ones.

We hope that you find it helpful and informative. If there is anything we can do to help, we'd love to hear from you! Please get in touch with our friendly Elf Help team who will be very happy to assist.

We hope to welcome you to our secret, magical world this Christmas!



# Where to find Information

## Welcome to the world of Lapland!

Your Lapland experience begins as an immersive theatrical scripted performance that takes place in the Enchanted Forest, the Toy Factory and Mother Christmas' Kitchen.

This is followed with a further 90 minutes of free time exploring The Elven Village.

You'll immerse yourselves in the daily lives of the Elves as they prepare for Christmas. You will have the opportunity to ice skate on Father Christmas' Frozen Pond, send a letter to Father Christmas from Elva's Post Office, refuel in Pumpernickel's restaurant, and peruse beautiful festive decorations and giftware in the Elf Emporium.

Your personalised audience with Father Christmas will take place in the final hour of your journey, but not before you have travelled deeper into the snowy forest to meet his reindeer and see his magical sleigh.

Tours last approximately 3.5 – 4 hours and are a combination of both indoor and outdoor experiences, set in Whitmoor Forest, which is part of the Crown Estate near Ascot.

Our address is; Swinley Road, Ascot, Berkshire, SL5 8BD.

## Who to ask for help in Lapland

***“Lapland Folk” are there to provide help and information.***



Our Lapland Folk will be glad to help you with any questions you have.

Should you need to speak to someone before you arrive, our friendly online Elf Help team are available Monday – Friday.

You can reach them by using Facebook Messenger, or by emailing our accessibility team at [accessibility@laplanduk.co.uk](mailto:accessibility@laplanduk.co.uk)



# Services

## Wheelchair Accessibility

***Lapland is predominantly outdoors in a natural forest environment, which means that floors can be muddy, soft and uneven. There are some steep sections to navigate.***

The experience is located in Whitmoor Forest, part of the Crown Estate. As a result, we are unable to install any hard permanent pathways.

The indoor lands of Lapland are on a flat surface and there are no steps to negotiate.

Some lands, including The Elven Village, have wood-chip floor covering, which can make moving around in a wheelchair challenging, especially with small casters. There is a specific pathway for wheelchair users to enter The Elven Village and to use the ice-skating facilities.

If possible, we recommend you bring a wheelchair with off-road tyres, that are suitable for the outdoor terrain and environment.

Attachments such as manual or electric front wheel, or electric rear wheel, will assist with the geographical features. Please note this terrain can make heavy powered wheelchairs particularly unstable and we do not recommend their use.

## Wheelchair Hire

Should you wish to hire a wheelchair, we kindly ask that this is arranged privately prior to your visit, as we are unable to provide wheelchairs onsite.

## 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.

If we feel that any guest is at risk, we can refuse entry onto the ice rink. Under health and safety legislation, such a refusal would not constitute discrimination. We hope that you understand and accept any decisions made on the day in the interest of your safety.





# Services

## Wheelchair Users: Meeting Father Christmas

The journey to meet Father Christmas involves navigating several steep, natural woodland pathways to reach "Compass' Lobby" – which is where you will sign-in for your personalised visit. You will make your way to Compass' Lobby at an allocated time, this will be communicated to you when you first arrive in Lapland.

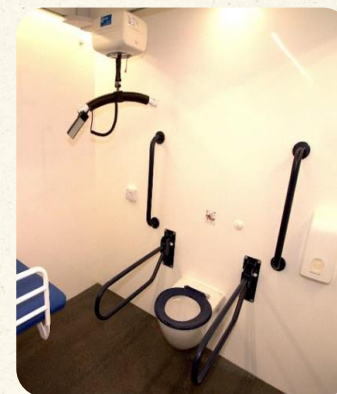
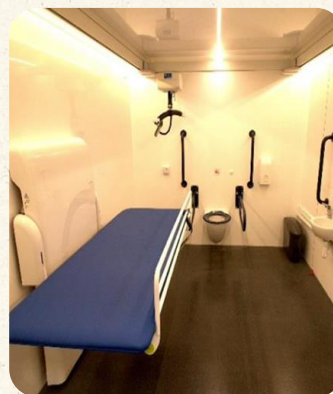
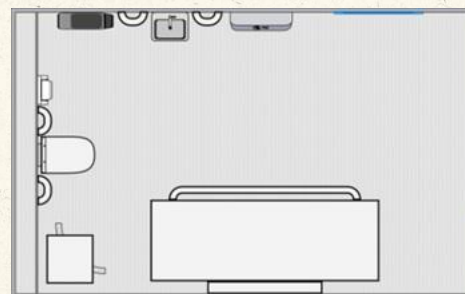
The Elves can arrange for Father Christmas to meet wheelchair users in a cabin located near to Compass' Lobby. Please let them know when you arrive, and they will be glad to make the arrangements!



## Accessible Toilets

We have three accessible toilets in Lapland. They are located at The Elven Bazaar (entrance), The Elven Village and Departures. These are clearly signposted.

Each accessible toilet requires use of a RADAR key. If you do not have access to a RADAR key, please speak to any Lapland Folk who will be happy to assist.





# Services

## First Aid

Lapland has a First Aid Centre located in The Elven Village. All Lapland Folk working there are qualified and equipped to administer first aid in the event of an emergency.

Our First Aid Centre is open each day from 8am and remains available until the last guest leaves Departures each evening. Should you require First Aid assistance during your visit, please speak to any Lapland Folk who will be able to assist.

## Guest Parking

All parking in Lapland is free of charge and we offer a limited number of designated parking spaces for guests with accessibility requirements. These spaces are conveniently located next the entrance of Lapland and are managed on a first-come, first-served basis.

Should you wish to use one of these spaces, subject to availability, please show your Blue Badge on arrival at the car park entrance.

Please be aware that you will exit Lapland in a different location to where you entered. The designated accessible parking spaces are a short distance from the exit. After your visit, should you wish to bring your vehicle closer to the exit to help with accessibility requirements, please speak to one of our parking attendants who will be happy to help.

## Assistant Animals

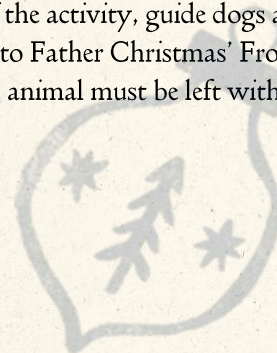
*We welcome guide dogs and assistance animals.*

If you are planning on bringing a guide dog or assistance animal, please let us know beforehand so that we can update your booking accordingly. We're unable to accommodate assistance dogs in training.

We ask that all guests bringing a guide dog or assistance animal always remain in control of their animal, keeping them on a lead or harness. Please note that Lapland Folk are not able to look after your guide dog or assistance animal.

We do not sell food for guide dogs or assistance animals. Please ensure you bring food and a bowl so your animal can drink regularly throughout the day.

Due to the nature of the activity, guide dogs and assistance animals are not permitted onto Father Christmas' Frozen Pond. If you wish to go ice skating, the animal must be left with a member of your party.





## Superstar Day – 1<sup>st</sup> December 2022

Superstar Day is a specifically adapted show, tailored for those with additional needs. We are proud to be the first company in the UK to designate a specific adapted day to allow greater flexibility and support for those with additional needs.

Superstar Day differs slightly from a standard day; the day is subsidised by LaplandUK, and only one tour departs each hour (rather than half hourly). This gives guests twice the time of a standard tour to complete each part of the day trip, with the additional support of medics and BSL signers, if required.

For guests who are hard of hearing, the 10am and 4pm tours feature BSL signers, and, for our wheelchair users, we remove furniture from several of the sets to allow greater access.




Our Superstar Day is very popular and places are secured on a first-come, first-served basis.

## BSL Interpreters

We provide BSL interpreters on our Superstar Day (01/12/2022) on both the 10am & 4pm tours. If you are visiting on a different day, please contact our online Elf Help team who will be happy to advise on what arrangements can be made for you.

## Portable Hearing Loops

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

-  **Check-In**
-  **Compass' Lobby**
-  **Father Christmas**

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





# Services

## Sunflower Lanyards

Any visitor with a hidden disability can collect a complimentary Sunflower lanyard during their visit. These act as a discreet sign to staff that an individual may need additional assistance or support. Lanyards can be collected upon arrival at Check-in – please ask one of the Lapland Folk who will be happy to assist.

## Sensory Boxes

If a member of your party has a sight/vision impairment, our sensory boxes are a wonderful way to understand the environment in select parts of the experience. We offer sensory boxes at the following locations;



**The Enchanted Forest**  
**Father Christmas**

If you'd like a sensory box when journeying into The Enchanted Forest, or when meeting Father Christmas, please let the Elves know.



## Children with Noise Anxiety

Some parts of the Lapland experience take place in environments that contain loud noises, microphones and guest participation (cheering, clapping, etc.)

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



**Check-In**  
**The Enchanted Forest**  
**The Toy Factory**  
**Mother Christmas' Kitchen**

Please ask our Lapland Folk on the day, who will be able to arrange these for you. To ensure as many of our guests can benefit from the use of ear defenders, we kindly ask that these are returned at the end of each scene.

## Adults with Hidden Disabilities

Sometimes adults with a hidden disability might benefit from attending on a child's ticket. In these instances, we invite you to book a child ticket for them. Please also contact our Elf Help team – they can update your booking to reflect this adjustment.

Please remember that all bookings will still require a minimum of one adult ticket and one child ticket.



# Personal Assistant Concession Tickets

## Personal Assistant Concession Tickets

We understand that some guests require additional assistance.

LaplandUK offers Personal Assistant concession tickets, sold at a discounted 50% rate, on every tour across the experience on a first-come, first-served basis.

All Personal Assistant concession tickets must be selected when making a booking – we will not be able to apply any discount to tickets on the day.

## Personal Assistant Ticket FAQ's

1: Can I apply for more than one Personal Assistant ticket?

To ensure as many families as possible can benefit from a PA concession ticket, these are limited to one per booking, subject to availability.

Only guest visiting on our Superstar can apply after booking for more than one PA ticket (page 15).

2: Should I purchase an additional adult ticket for my Personal Assistant and then request a refund?

No, this used to be our policy but this changed in 2020.

If you are successful in securing a PA concession ticket during the booking process (and can provide the required evidence of eligibility), this is a valid ticket for your Personal Assistant.

Please remember, you can only select a Personal Assistant ticket on tours that have PA ticket availability. If you book a tour **that does not have PA availability**, you will be required to pay the full price for all members of your group, including your Personal Assistant.





# Personal Assistant Concession Tickets

## Personal Assistant Ticket FAQ's Continued...

### 4: How do I book a PA concession ticket if I'm on Superstar day?

Please select one PA ticket during the booking process and then, subject to availability, you'll be able to add additional PA tickets in your 'My Lapland' portal. Please note all PA tickets are subject to receipt of individual supporting evidence.

**Only on our Superstar day can guests add more than one PA concession ticket to their booking.**

### 5: I only have 1 adult in my booking, who is also the Personal Assistant. How should I book?

Please follow the standard Personal Assistant concession booking process (see page 17).

If the tour dates with PA availability do not suit you, remove the PA ticket and replace it with an adult ticket. You will be shown the wider tour availability, but please note that if you select one of these tours, your booking will not include a PA concession ticket.

In this instance, please contact us and you will be added to our PA ticket waiting list. If any PA concessions become available, you will be contacted by our Elf Help Team who will discuss your options.

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

All PA concession tickets must be booked and approved prior to your visit, including our Superstar day.

**If you arrive on the day of your visit without a PA ticket, your Personal Assistant will be refused entry.**

### 7: When do I need to provide evidence?

Once you have placed your booking you will receive a separate email asking for your evidence of eligibility to be uploaded.

Once we have received this evidence, your Personal Assistant concession ticket will be approved.

### 8: Do you offer complimentary Personal Assistant tickets?

After listening to our guest's feedback, we have reviewed and amended our Personal Assistant Ticket Policy in 2022.

We now offer Personal Assistant Concession Tickets, sold at a 50% discount. To enable as many families as possible to benefit from a Personal Assistant Concession ticket, we have also increased the availability on every tour.



# Personal Assistant Concession Tickets




## How to book a 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. Please select a Personal Assistant concession ticket for the adult on your booking who is attending as the Personal Assistant.

**STEP 2:** You will be shown all tour dates with Personal Assistant concession ticket availability for a group of your size\*.

**STEP 3:** Once you have made your booking, you will be contacted to upload your PA concession ticket evidence. We currently accept the following:

We currently accept the following:

-  Letter/notice of entitlement for DLA, PIP or AA
-  Blue parking badge or Disabled Freedom Pass
-  DID Card or Access Card

**STEP 4:** When your evidence has been received, your PA ticket will be approved. Failure to provide evidence will result in the PA concession ticket being removed from the booking.

\*If the tour dates with PA availability do not suit you, remove the PA ticket and replace it with an adult ticket. You will be shown the wider tour availability, but please note that if you select one of these tours, your booking will not include a PA concession ticket.

In this instance, please contact us and you will be added to our PA ticket waiting list. If any PA concessions become available, you will be contacted by our Elf Help Team who will discuss your options.

**All PA concession tickets must be arranged in advance – we will not be able to apply any discount to tickets on the day.**

## Contact Us

We are available at every step of the way should you need any assistance. If you need to contact us, please send us a direct message via Facebook messenger, or get in touch by using our dedicated accessibility team;

[accessibility@laplanduk.co.uk](mailto:accessibility@laplanduk.co.uk)

To enable us to help you as quickly as possible, if you have already booked tickets, please quote either your booking reference number, or the full name and email address you have used to book.

We're looking forward to welcoming you to our secret, magical world this Christmas!