



GUIDE FOR AUTISTIC VISITORS

accessibility@laplanduk.co.uk | <https://portal.laplanduk.co.uk/faqs/>

WELCOME

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

This guide has been produced to give a detailed and realistic view of the Experience and the services that we can offer to assist guests with autism.

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! You can contact us at accessibility@laplanduk.co.uk

BIG FOLK EYES ONLY! Should you feel that you wish to share the following guide with your Small Folk to prepare them for their visit, you are welcome to, but we ask you to do so at your own discretion, noting that the guide will reveal details from “behind the magic”. We also strongly advise you to also read our 2023 Accessibility Guide.

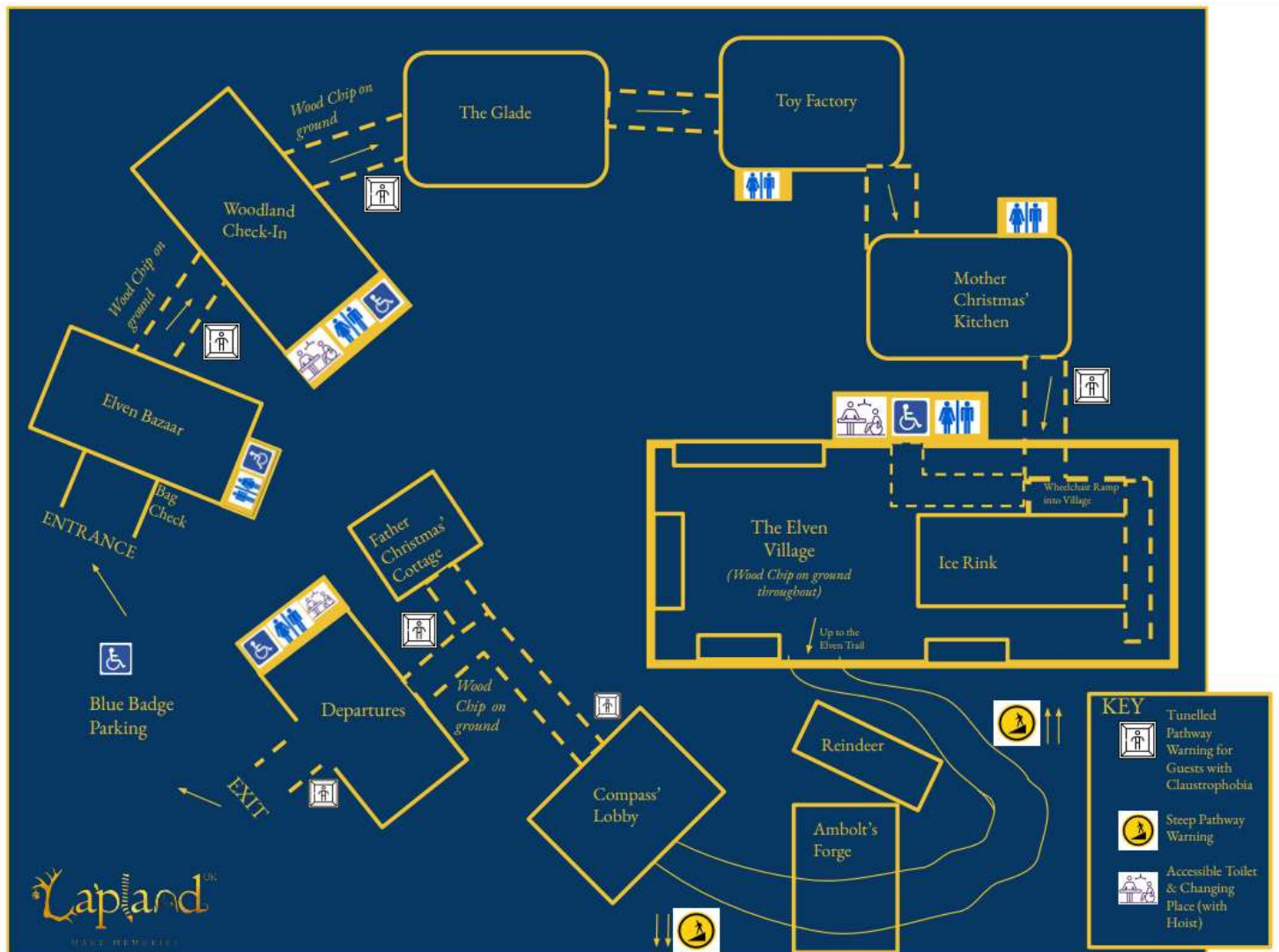
Things to know before your visit

- If you need help, please speak to our Lapland Folk, who will be in uniform.
- Lapland Lanyards, a discreet sign to our staff that you may have a hidden disability, are available to collect from Woodland Check-In. We also recognise Sunflower Lanyards, so please feel free to wear your own.
- The Journey through Lapland can sometimes be noisy. You can collect Ear Defenders at the Woodland Check-In, or from the Glade, Toy Factory, or Mother Christmas' Kitchen.
- Some areas of the Experience may be busy, and once passed through, you are not able to return to areas of the Experience.
- The floor and lighting levels will change throughout, which we will tell you about in this guide.
- There are toilets located throughout in the Elven Bazaar, Woodland Check-In, the Toy Factory, Mother Christmas' kitchen, in the Elven Village, at Compass' Lobby, and in Departures. Look out for signs, or ask a member of staff. Please note, the hand dryers may be noisy.



Your Journey through Lapland

The Journey you will take through Lapland is outlined below. The Experience lasts around 4.5 hours.



Car Park

- You can arrive at Lapland by car, or you can be dropped off at our allocated 'Drop Off' Point at the Entrance of the car park.
- If you arrive by car, you will park in one of our Car Parks. The sections of the car park are named after woodland animals; Owl, Robin, Squirrel, Badger, Mouse, and Hare.

The Elven Bazaar

- You will then reach the Elven Bazaar to begin your journey into Lapland. As you enter, your bag will be checked by our friendly security team.

- In the Elven Bazaar, you may meet Grapevine, the reporter Elf here in Lapland, and you can collect a winter edition of the Lapland Times for news on what the Lapland Elves have been up to.



- The Elven Bazaar is outside in the forest. You will wait here until our tour group is called. Here you can buy hot drinks and sweet treats, take a look in the Elf Trading Company, or see Eeko's House.
- When your tour group is called, the doors will open, and you will pass through a tunnelled pathway to Woodland Check-In. This pathway is dimly lit, and there may be a short queue.

Woodland Check-In

- In Woodland Check-In, you will check in for your tour, at the desks on the right. The desks belonging to either the 'Husky' or 'Reindeer' teams will be clearly signposted. There will be music playing as you enter.
- The floor changes to wood here, and you are now undercover.
- Small Folk will collect their Elf Passport. You can collect stamps in the Elf Passport throughout.
- You will be given a sticker, with 'Huskies' or 'Reindeers' printed on it to show our guide which group you are in. You do not have to wear the sticker if you do not want to.
- You will be given a number, and you can find the bubble on the floor with the matching number for you and your booking group to stand on/near.



- In the centre of Check-In, there is a stage. The Elves you will meet in Woodland Check-In are Jingle, Plume, Porter, and Travel Master. They may encourage Human Folk to join in with singing, and dancing. This may be a little noisy, and you do not have to join in if you don't want to.
- Porter and Travel Master will open the suitcase doors. They will announce which group, Huskies or Reindeers, should follow them.
- There may be a short queue to pass through the suitcase doors. When you pass through the suitcase doors, you will travel through a dimly lit tunnelled pathway to The Glade.

The Glade

- In the Glade, there are benches for you and your booking group to sit on. The Glade seating is dimly lit, with blue and orange lights, brighter lighting in the centre of the area, and a smoke machine may be used. There is wood chip on the floor. This area of the Enchanted Forest is under cover, and there is a big tree in the centre.
- There will be lots of other booking groups seated here, and it may feel a little busy.



- Here the elves you will meet are Sage & Eeko, who, with your help, will open the magical doorway to Lapland. Sage & Eeko will invite you, and all the Human Folk, to join in with their rhyme to open the door.
- You will also meet your Husky or Reindeer herder, who will be your tour guide, or your 'Human Folk point of contact, through your visit up until the Elven Village, and can help you if you have any questions or worries.
- Once your time with Sage & Eeko is finished, the magical doors to Lapland will open. There will be a lighting change, and it may be bright outside.
- Your Husky or Reindeer will ask you to follow them, and you will go outside, and head on a pathway to The Toy Factory. There may be a short queue here.



The Toy Factory

- In the Toy Factory, you will be greeted by Conker, Whittle, and Wish. To enter the Toy Factory, Small Folk may enter through the small “Elflets” door, or you can pass through the Big Folk doorway.
- This space is indoors; there are benches and tables for your booking group to be seated at.
- Wish, Whittle, or Conker may encourage guest participation; this can include singing songs as a group.
- When Wish opens the magic box to show you the collected Small Folk Wishes, there will be a change of lighting; the lights will dim, and pink, blue, and green strobe lights will be come out of the box.
- The Small Folk in your booking group will be given a toy to build. Once completed, you will hand the completed toy into the elves. Don’t forget to have your Elf Passport stamped by Wish, Whittle, or Conker!
- You will then continue through the exit doors to Mother Christmas’ Kitchen. This pathway is outside, and there may be short queue here.

Mother Christmas’ Kitchen

- To enter Mother Christmas’ Kitchen, like the Toy Factory, you may pass through the small Elflet door, or the Big Folk Entrance.
- In here, you’ll meet Mother Christmas, and you will meet some of the kitchen elves including Nutmeg, Dough, Cinnamon, Clove, or Juniper. They may encourage guest participation; this can include singing songs as a group.
- Small Folk will be invited to decorate Gingerbread, which you are welcome to eat, or take home with you.



- You can get your Elf Passport stamped in Mother Christmas' Kitchen by one of our Kitchen Elves, and you will be read a story by Mother Christmas. The lights will dim for story time.
- Something to look out for: Keep an eye out for the Magic Self-Stirring Pot!
- When you are invited to leave Mother Christmas' kitchen, you will pass through a tunnelled pathway to the Elven Village. This will be dimly lit, and there may be a short queue as you leave.

The Elven Village

- The next part of your tour is the Elven Village. The village is outdoors in the forest, and there is wood chip underfoot.
- You will have up to 90 minutes to choose the activities you do here. You can refuel at Pumpernickel's Restaurant, select sweet treats from Pixie Mixie's Sweetshop or Pippy Whippy's, ice-skate on Father Christmas' Frozen Pond, write a letter at Elva's Post Office, peruse dainty decorations at Bauble's, or toys at the Elf Emporium. You do not need to complete all the activities; it is up to you!
- This area will have lots of guests roaming around, and can feel a busy. There will be music throughout the village.
- In the Elf Emporium, there is a dark room that is lit up by Wish's Lanterns. You do not have to enter this room.
- You may meet some more of Lapland's Elves including, Pixie Mixie, Pippy Whippy, Pumpernickel, Zauber, Elva, Scribble, Bauble, Treehigh, or Pupkin. Be sure to give them an Elf Wave! Put your thumb to your nose, wiggle your fingers, and grin!
- You will find the most up-to-date guidance of our Menus and Allergen grid on the FAQs page at www.laplanduk.co.uk
- If you, or a member of your booking group is lost, head to the Elf Post Office (signpost pictured below) and speak to one of our Lapland Folk, who will be able to help you.
- The time on the back of your Small Folk's Passport is the half hour window that you may leave the village and embark on the Elven Trail. You are unable to leave before, or after the allocated time.



Elven Trail

- When leaving the village at your allocated time, you will embark on your journey to Father Christmas, by heading on the Elven Trail.
- Here you'll wander through the snowy forest to discover the homes of the Lapland Elves; look out for Zauber, Elva, and Pixie Mixie's homes along the trail! You may hear some music and Elven voices along the way.
- You may experience a short queue on the Elven Trail.
- The beginning of the journey is through a tunnelled pathway. The pathway is then outdoors through the forest, and the pathway is lined with Christmas trees.
- At the top of the Elven trail, you will meet the Reindeer. You will not be able to touch the Reindeer, and they cannot get to you, but you will pass them to Ambolt's Forge.
- You will be able to stop at the Reindeer Café for a hot drink or sweet treat if you wish.
- At Ambolt's Forge, you will see Father Christmas' Sleigh, and you may meet more of Lapland's Elves; Glow, Ambolt, and Tinker.
- There will be a steep pathway down to Compass' Lobby.



Compass' Lobby

- At the end of the Elven Trail, you will reach Compass' Lobby. This is indoors, and there will be other families waiting here to see Father Christmas. You may have to wait here for a short time, and it may be noisy.
- Compass' Lobby is dimly lit, with seating available. There is also a toilet just before the entrance.
- Your Small Folk's name will be called, and a magic Elf will lead you down the Magical Pathways to meet Father Christmas! These pathways are outside and lined with tall Christmas trees.

Father Christmas' Woodland Home

- Your Magic Elf will bring you to Father Christmas' Woodland Home. There will be a small porch area, where you will be asked to wait for a short moment.
- One of Father Christmas' Elves will open the door, and welcome you into the Woodland Home. You will go in with your group only. This area is indoors, with level flooring, and a rug on the floor.

- Your Small Folk will be invited to sit by Father Christmas, and he will share all he knows about them! If your Small Folk are unsure, your Big Folk may join them.
- As the Small Folk have been so wonderfully good, Father Christmas will have some gifts for them.
- You will be invited to have your picture taken with Father Christmas, and there may be a flash of light from the camera.
- You will exit through the exit door, and follow the green light bulbs to Departures.



Departures

- It is time to say goodbye to Lapland. The Journey to Departures is through a tunnelled pathway. When you are on your way back, the pathway will be dimly light, with bright blue, and green lights, welcoming you back to the Human Folk world.
- There is wood chip on the floor, and this will change to level flooring when you enter Departures.
- In Departures, you can purchase all sorts of Lapland gifts to take home from your visit.
- Big Folk Only!! You will also collect your photos, and Toy Factory toy from the desk before you exit.
- Any Jingles that you have not spent must be refunded at Departures.
- There will be music playing, and this area can sometimes get a little crowded and noisy.
- You will pass through a tunnelled pathway, into the Car Park, and this concludes your visit to Lapland.

We hope you enjoy your visit to Lapland this Christmas. We look forward to meeting you.

If you have any questions, please visit our FAQs or Accessibility Webpage at

<https://portal.laplanduk.co.uk/faqs/> or contact our Elf Help Team at accessibility@laplanduk.co.uk.