



Ascot Accessibility Guide

accessibility@laplanduk.co.uk

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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 Elf Help Team is on hand! Please don't hesitate to reach out via our website's 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 for 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 Access Page. *This document is currently being updated*

The guide provides a clear, realistic overview of the experience, including photographs to help guests understand what to expect. It has been created to support autistic guests, other neurodivergent guests, and anyone with sensory sensitivities. Many other guests may also find it helpful when preparing for their visit. Please note, the guide is designed for Big Folk (adult readers) to use when preparing themselves or their family members for the experience.

To better support guests with accessibility needs, there is a section in your MyLapland account where you can provide details of your access needs, such as requirements for lanyards, sensory boxes, support for visual impairments, BSL requirements, or use of the wheelchair accessible Father Christmas hut. Supplying this information allows us to plan appropriately, ensuring we have the right provisions in place for guest's visits. [MyLapland](#)

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

Where either Small Folk or Big Folk have access needs, we offer Personal Assistant (PA) concession tickets to support their visit.

These tickets are available at a 50% discount on all tours throughout the experience. Guests should select one PA concession ticket during the booking process.

A Personal Assistant must be over the age of 16 and capable of assisting the guest with their access needs.

If you are unable to select a Personal Assistant concession ticket during the booking, please complete your booking and contact us immediately. Our team will assist in adding a PA ticket to your booking.

For further guidance on PA tickets, we have included our frequently asked questions below. If you cannot find the answer to your question below, please do get in touch with our team at accessibility@laplanduk.co.uk.

Personal Assistant Ticket FAQ's

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

No, this is not necessary. During the booking process, please select one PA concession ticket. This is a valid adult ticket for your Personal Assistant.

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

Please select one PA concession ticket and then the required amount of child tickets. Your selected PA ticket is a valid adult ticket on your booking.

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

All children visiting Lapland UK are required to be accompanied by an adult. As such, purchasing an accompanying adult ticket does not incur any additional cost beyond what is standard for other visitors.

However, Lapland UK recognises that a supporting adult may need to spend time assisting a

child with additional needs. In acknowledgement of this, we offer the Supporting Adult (PA) ticket at a 50% discount. This is a discretionary gesture of goodwill and is not a legal requirement.

To ensure as many families as possible can benefit from a PA concession ticket, bookings are limited to **one PA concession ticket per booking** (or per family, if two families are included under one booking).

We understand that some bookings may require additional support. Where further assistance is needed, additional Personal Assistants are welcome to attend by purchasing standard tickets.

If an additional PA is required due to complex health or behavioural needs, we kindly request supporting evidence from a care agency, Education, Health and Care Plan (EHCP), or an Access Card with a +2 symbol confirming that 2:1 support is essential.

All applications for additional PA concession tickets will be **reviewed on a case-by-case basis**. Approval is discretionary and is not automatically guaranteed.

4: When do I need to provide PA evidence?

You do not need to provide your PA concession ticket evidence at the time of booking. You will need to submit your PA evidence (one from the list below) via the form in the confirmation email, which you will receive when you book your tickets. Please note, failure to provide evidence will result in the PA concession ticket being removed from the booking.

5: What eligibility evidence do I need to provide for my PA ticket?

We currently accept the following forms of eligibility evidence:

- An Access Card + 1 symbol
- The front page of a DLA (Disability Living Allowance) letter
- The front page of a PIP (Personal Independence Payment) letter
- The front page of an Attendance Allowance letter
- The front page of a Carer's Allowance letter
- A Certificate of Vision Impairment (CVI) or BD8 Form
- A Recognised Assistance Dog ID card

All supporting documentation must show the name of the access customer you are requesting the PA ticket for.

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

No, all PA concession tickets must be booked and approved prior to your visit, including our Superstar Day.

How to book a Personal Assistant (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.

STEP 2: Please select a Personal Assistant concession ticket for the adult on your booking who is attending as the Personal Assistant.

STEP 3: You do not need to provide your PA concession ticket evidence at the time of booking. You will need to submit your PA evidence (one from the list above) via the form in the confirmation email, which you will receive when you book your tickets.

STEP 4: When your evidence has been received, your PA ticket will be approved.

STEP 5: Contact us if you need any assistance relating to your PA ticket.

Superstar Day Tickets

Superstar Day is an adapted day within our season. Unlike a standard event day, all tours 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 our planned day for reduced capacity, please be assured we aim to provide an accessible experience to guests on all days and tours wherever possible. This includes space to calm down or rest. The access provision for other tour days is covered in this pack. Please get in touch with any questions about individual access needs.

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 performance 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 for your selected tour, so that we know how many guests to plan for.

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 during this segment are BSL interpreted.

After this, you will have 90 minutes of free time to explore the Elven Village, enjoy ice-skating on the Frozen Pond, send a letter to Father Christmas from Elva's Post Office, or refuel at Pumpernickel's Restaurant. This part of the experience is self-guided and free flowing. BSL interpretation is not currently provided across the village, however roaming interpreters will be available where possible - more information will be provided closer to the time about these arrangements.

BSL interpreters will be available again in Compass' Study to interpret your visit with Father Christmas.

We are able to offer two pre-arranged BSL tour dates, one weekday and one weekend. Unfortunately, we are not able to provide interpreting for additional dates on request. However, for other tour dates, we can offer a complimentary Personal Assistant (PA) ticket to allow you to bring your own interpreter. We recognise this is not an ideal solution, but some families have found it helpful in the past. If you would like to arrange this option, please contact us at accessibility@laplanduk.co.uk.

If you have booked for another date but wish to move to one of the two BSL interpreted tour dates, please get in touch and we will aim to move your booking.

Tickets for Adults with a Believing Age

Families with an adult who has a 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 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 invitation, please email us at accessibility@laplanduk.co.uk and we'll be happy to arrange these to be sent separately for you.

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 to 4.5 hours. Through captivating live performances, the first 90 minutes brings to life the magic of...

- Pathway Control
- Eeko's Glade
- The Lapland Toy Factory
- The Lapland Bakery

The journey continues with a further 90 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 Pumpnickel's Restaurant
- Explore charming decorations and gifts at the Lapland Store

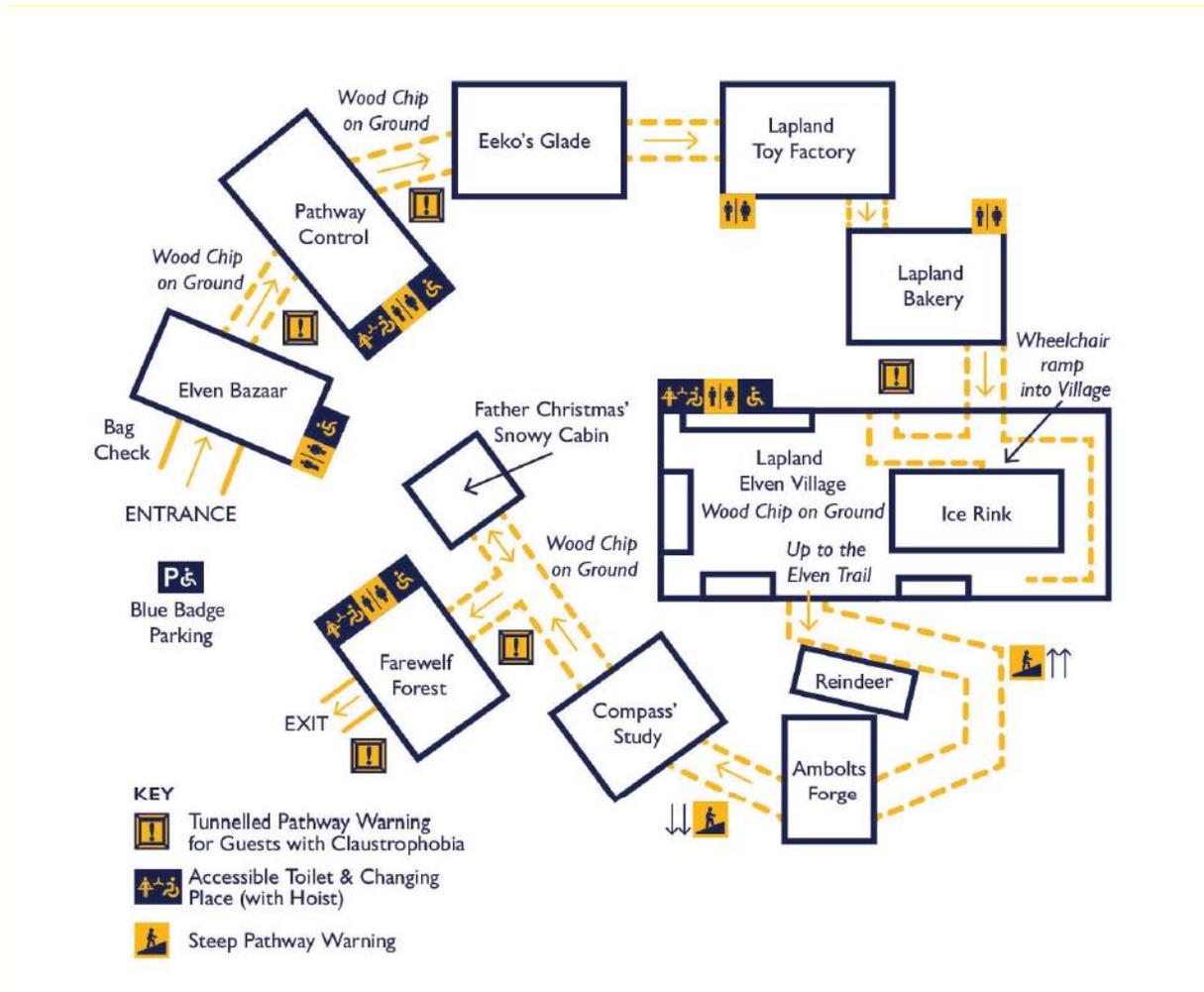
Next your family will journey deeper into the forest. You will meet the reindeer at Little Rudi's Stables and see the magical sleigh in Ambolt's Forge, before your personalised audience with Father Christmas in his snowy cabin.

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

Lapland Layout and Map

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

Please note that Lapland Experience is a **one-way system**, and it is not possible to re-visit any areas of the Experience once you have moved onto the next.



Toilets

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

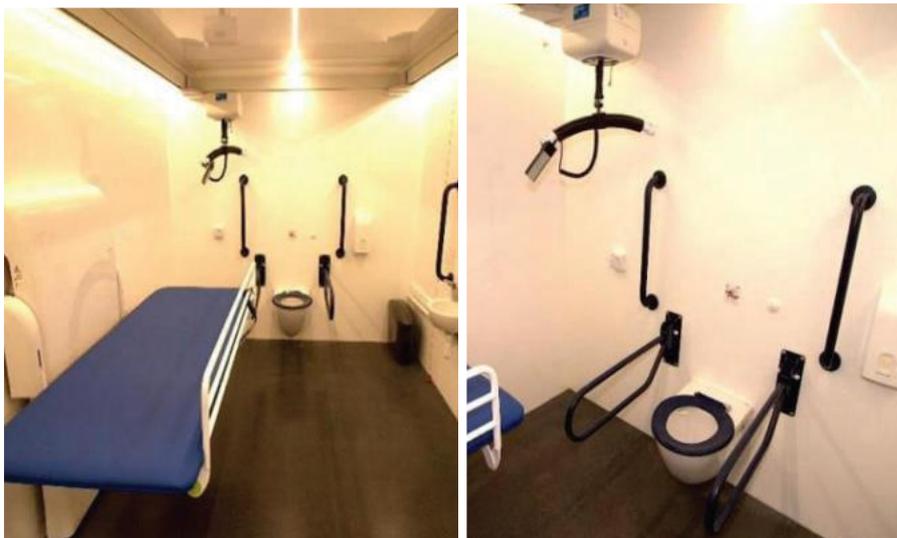
You can find accessible toilets at these areas of the experience:

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

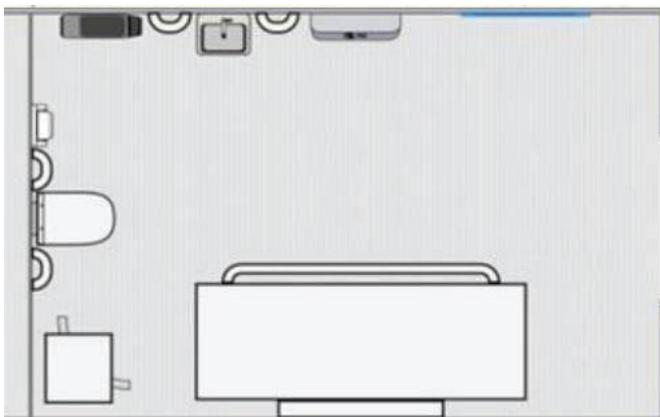
The first is an accessible toilet. The other three toilets have a full-size changing bed with electric hoist.

The toilets are signposted from the main areas.

Accessible toilets with an electric hoist:



Accessible toilets with an electric hoist layout:



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

- Check-in/Elven Bazaar (1st area)
- Pathway Control (2nd area)
- Lapland Toy Factory (4th area)
- Lapland Bakery (5th area)
- Elven Village (6th 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.



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.

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.
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- 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. Please have a member of your party accompany you or your child on to the ice if needed.



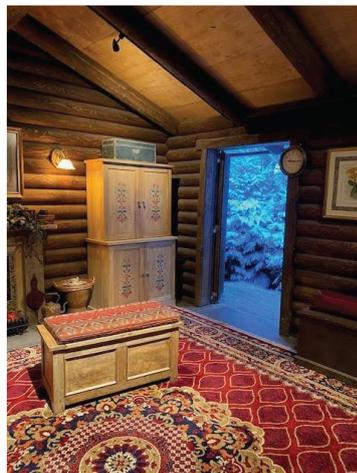
Access to Meeting Father Christmas

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, sensory boxes.



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.

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

LaplandUK 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.

Hearing Loops

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.



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

- Check-In
- Compass' Study
- Father Christmas' Snowy Cabin

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.

Sensory Boxes

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

Sensory boxes are available in Eeko's Glade and Father Christmas' Snowy Cabin. Each box contains carefully selected items to touch and feel 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 sensory 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 sensory box for your experience.

Eeko's Glade Sensory Box.



Assistance Dogs

We welcome trained assistance dogs at Lapland.

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 the Lapland Bakery 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 with Flash Photography: the bridge on the Elven trail (from a distance) and at the end of your visit to Father Christmas' Snowy Cabin (close up). You can ask staff for No Flash Photography if needed and can take an alternative picture on a phone or device. Please let staff know at the relevant parts of the experience.

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:



- Pathway Control - Check-In
- Eeko's Glade
- The Lapland Toy Factory
- The Lapland Bakery

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 Lapland Bakery activity, we offer two types of gingerbread: Regular Gingerbread (yellow box) and Alternative Gingerbread (red box). Please let our Bakery Elves know which option you require when you enter the Bakery. 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 are trained to welcome all customers with joy, care and sensitivity.

You can find our downloadable **Sensory Guide for Big Folk** on our website's Access Page. It gives a realistic and detailed run-through of the experience with small photos. The guide includes details of what happens in each section. This may be helpful for planning ahead around content and themes.

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 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.