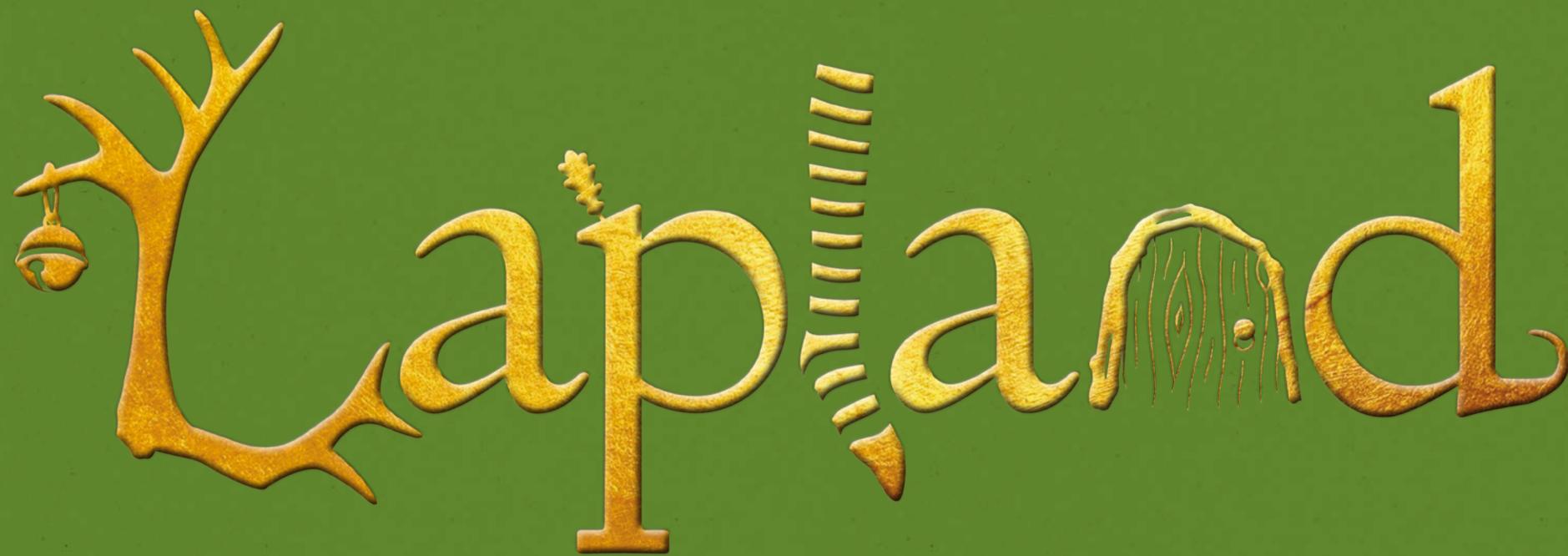


FOR BIG FOLK EYES ONLY!



Lapland

BIG FOLK GUIDE

Contents

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

FREQUENTLY ASKED QUESTIONS

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VISITING FATHER CHRISTMAS

DEPARTING LAPLAND





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

Capesthorpe 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 The Lapland Bakery. Each family will have their own seating and each Small Folk a dedicated workbench to take part in the The Lapland Toy Factory and The Lapland Bakery activities.

Following this you will have up to a further 90 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 in Ambolt's forge. 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.



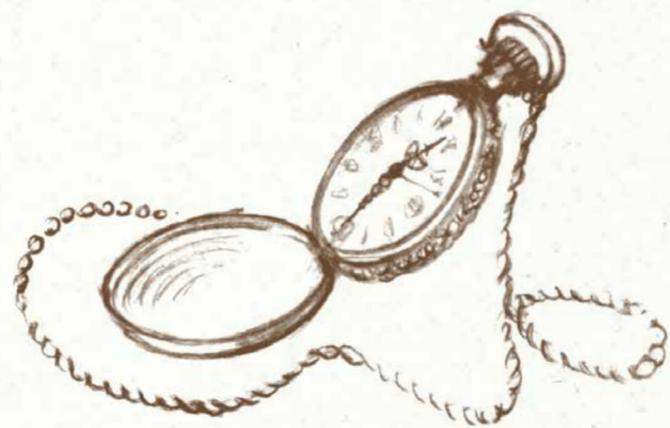
Your MyLapland Portal

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.

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!

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.

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

Can I store luggage?

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

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.





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!

Your Journey to Lapland

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!



The Lapland Bakery

After your Small Folk have helped the Elves with their toymaking, you will continue through the Lapland forest until you find The Lapland Bakery. You can be sure to expect a warm welcome from Mother Christmas and her Bakery 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 90 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.

At the Lapland Bakery in the Elven Village you can get sweet treats for all the family, including Lapland's signature hot chocolate.



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.

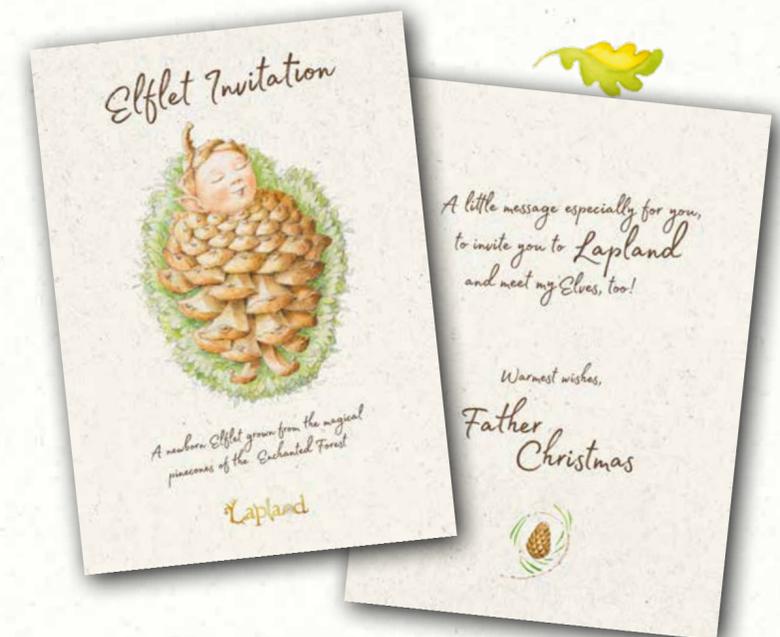
Year on year, returning Small Folk can gradually collect their very own Husky Heroes sled team.



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.

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.

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.

How many photos are included in my booking?

There are many photo opportunities throughout the experience for you to have a memorable family photograph together, including inside Father Christmas' cabin. One complimentary photograph from your visit is included in your booking and will be presented in a Lapland souvenir folder which you will choose at the end of the experience in the Farewelf Forest. You will have the opportunity to browse all of your photos that have been taken in Lapland and purchase any additional photos should you wish to. These photos, capturing your magical memories, will also be available to view and purchase on your smartphone online. Make sure to keep the QR code given to you very safe, as scanning this will give you access to view your photos! Kindly note that your photos will expire 45 days after your visit, so be sure to download them in time.



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.



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 Lapland Bakery 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