



Santa's Lapland
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DEPARTURE INFORMATION 2017

I am very excited to see you all very soon and I hope you are as well! Please read through all the information below that my helpers and I have provided for you. It will help you prepare for your visit to see me in my snowy wonderland. Please read in conjunction with the 2017 Booking Conditions that can be found on my website.

Before departure

Please ensure you take the following with you on your holiday and that they are all valid and in date:

- * E-ticket
- * Holiday invoice
- * Passport (and visa if applicable).
- * Insurance Policy and EHIC

Activity Travel Insurance - Travel Insurance is crucial on any holiday and you should ensure that your policy covers adventurous activities such as snowmobiling and husky-sledding, as many 'standard' travel policies do not cover these. My helpers have found an insurance company that give you the cover you need to visit me in Lapland. Book your Santa's Lapland Travel Insurance with MPI Brokers www.santaslapland.com/insurance

Currency / credit cards - The currency in my home is the Euro. Exchange facilities are limited in Saariselkä so I would recommend you bring euros with you. Most major credit and debit cards are accepted by my helpers, local shops and restaurants. If you purchase additional excursions or activities from one of my Santa's Lapland representatives, you will be charged in euros for both card and cash transactions, (except downhill skiing where you will be charged in pound Sterling at the company exchange rate) Mrs Clause would like to recommend that you check with your credit/debit card provider with regards to transaction fees. If purchasing drinks/snacks at my igloo fantasia only cash (Euros) payments are possible

Air travel

E-tickets - These will arrive via email approximately 14 days prior to departure. Please ensure that the name on the travel documentation is identical to that in the relevant passenger's passport and call my helpers for advice if there is any discrepancy. All times shown on your e-ticket are local, and your baggage allowance is also shown here. All airlines reserve the right to offload, or charge for, any excess baggage. Security restrictions are subject to change and up-to-date details are available on the appropriate airport or airline website.

Assistance at the Airport – If you need assistance at the airport one of my UK representatives will be on hand to help near the check-in area. In the event of emergency on the day of your departure I have a special duty office number that my team of helpers in the UK can be contacted on. 01483 791178

Expectant Mothers - Pregnant women are usually permitted to fly until up to the 28th week of pregnancy (on the day of return). Between 28 and 34 weeks a recent medical certificate will be required to confirm the expected birth date and that the passenger is fit to fly. As the requirement may vary, please check the situation with both your doctor and the relevant airline.

Infant Ages - There is a Civil Aviation Authority (CAA) ruling, strictly enforced by airlines, that children aged two years and over must occupy an aircraft seat. A child who becomes two years old while on holiday must therefore be declared as a two year old and charged accordingly for the duration of the holiday. Children under two travel on a parent's lap and have no luggage allowance.

In-flight Catering - All of our flights are operated on a 'Buy-on-Board' basis for snacks and drinks; there is no complimentary meal service. However, we cannot guarantee that this service will always be available. We therefore recommend the purchase of bottled water after check-in. Snacks of course may also be purchased beforehand and taken on board.

Nut allergies- There are an increasing number of passengers who come and visit me that suffer from severe airborne nut allergies and therefore I recommend not bringing these products on board. Those guests who require the use of an epi pen should bring this and a current doctor's letter in their hand luggage.

Pushchairs - A collapsible pushchair/buggy can normally be kept with you until you board the flight. It will then be stowed in the hold and retrieved with your other checked-in baggage on arrival

Damaged / missing luggage – My Helpers take every care to get your luggage to you safely from the airport. If an accident does occur and your luggage arrives either damaged or late, this must be reported to the airline's agent before you leave the baggage hall, and you should complete a Property Irregularity Report (PIR) if you intend to make a claim via the airline or your insurance. It is important to keep your airline e-ticket and baggage tag to support a claim.

Time - Lapland is 2 hours ahead of UK time in December (GMT).

Accommodation

Check-in - Hotel check-in time is 1600. The specially selected hotels I have chosen work very hard to get your room ready for your arrival. On the rare occasion this does not happen I kindly ask you to be patient and allow the hotels time to prepare your room for 1600. If you are staying in one of my Christmas cabins you will be able to use the accommodation as soon as you arrive. All public areas will be ready for you to use but the bedrooms may take a little longer for my Hosts to prepare.

Saunas - All of my chosen accommodations have saunas, either private or communal; please note that in communal saunas not all nationalities wear swimming costumes!

Special requests - If you have advised me of a Special Request this will be shown on your invoice to signify that your request has been made. My team of helps try very hard to accommodate requests but unfortunately I cannot guarantee all requests can be met.

Extras - Bedding and towels are provided in all of my accommodation, if you are staying in a Christmas Cabin we ask that you bring slippers as the wooden floor can be slippery if wearing just socks.

Activities

- ✿ It may be necessary to vary the itineraries or the length of activities due to circumstances outside of our control such as weather, number of animals/snowmobiles, lack of snow and ice. My helpers and I reserve the right to do this at short notice when necessary
- ✿ Full safety briefings are given prior to each activity or safari, and adults are reminded that children must remain under their control at all times.
- ✿ As most activities take place outdoors in Arctic conditions, they are not all suitable for babies and very young children. My trusted Managers and Representatives take advice from my expert suppliers daily on whether children under four years old should be allowed to participate in certain activities due to weather conditions and other factors.
- ✿ Some activities can be physically demanding so may not be suitable for those with some illnesses, disabilities and / or conditions (for instance heart disease, back or hip problems, pregnant women).

Optional Lapland Adventures - During your time in resort there will be opportunities for you to experience other activities, in addition to those included in your holiday package. My team of representatives will be on hand to advise you and make bookings for you, all my activities are specifically for you and fit around your included activities. Payment for these activities can be made to my representatives either in local currency cash, or by credit/debit card in Euros. For any pre booked optional Lapland adventures my helpers will provide you with your activity time on arrival in resort.

Disclaimer: Please note that Santa's Lapland acts at all times as a Selling Agent for the suppliers of the excursions and activity operators. Your contract and liability for these items are with the suppliers. **Insurance:** Adequate insurance is essential when taking part in these activities. **Payment:** Payment must be made at the time of booking either in cash in Euros, or by debit or credit card, Card payments will be taken in Euros **Cancellation:** Please note that in Santa's Lapland's capacity as Selling Agent, the cancellation of any adventure and subsequent refund of any monies paid is subject to the service provider's cancellation terms. **Please be advised –** Timings are approximate and may include the transport to and from your activity. Due to such factors as weather conditions, none of these timings can be fixed for the duration of the activity. All excursions are catered for individually to ensure the safety and comfort of both the guide and customer.

Hints and tips for the Activities

On your Lapland adventure with us, you will be able to enjoy a whole range of exciting activities, both during your Search for Santa Day and one or more of my Optional Lapland Adventures available. The following advice will help you and your family enjoy them in comfort and safety. It is not an exhaustive list; if you have any questions please ask one of my friendly helpers.

Tobogganing – This is one of mine and my elves favourite activities here in Saariselkä, there may be a small local charge for the use of toboggans from local hotels. Although tobogganing is so much fun it does require some caution, Please insure your children are supervised at all times and use the designated toboggan runs within Saariselkä and on your Search for Santa day. Do not use them in car parks or on roads. When you have finished playing with the toboggans and are all worn out please return the toboggans to the hotels so other families can have as much fun as you have just had.

Husky Sledding – Many of my visitors are so excited for this activity, it is so much fun and exhilarating for all the family. Sleds seat an adult and 1 or 2 small children, with an adult driver standing at the rear. Adults who wish to drive must be confident and have the required physical strength to be able to use the break which will be explained as part of the full safety brief at the start of the activity. If nobody in your family feels confident about driving a sled, a driver can normally be allocated to your family's sled(s). If you require this service, please let one of my helpers know in advance so it can be organised. It may be difficult to arrange for a driver if this is requested at the last minute. Husky is a type of working dog not a breed so you may find some of the dogs do not look like your 'on screen' depiction of a husky dog. The guides and my helpers will be happy to give you information on these dogs if you would like to know more about them.

Reindeer Sleigh Rides - There is one reindeer per sleigh and the small convoy of sleighs goes at walking pace, headed by a guide.

Each reindeer is roped to the sled in front. When the convoy slows down, the reindeer behind will often come alongside your sleigh. Please be aware that their heads and antlers may then be in close proximity to the passenger on that side of the sleigh, who should not be alarmed but should take care to avoid the antlers.

In December, some of the reindeer will be shedding their antlers, leaving stumps. This is a natural, yearly process and any concerned children should be re-assured that it is completely normal and, as reindeers' antlers get bigger as they grow older, they need to shed this year's antlers in the winter in order to grow back a new, bigger set for next year.

The reindeer are generally good-natured but they are semi wild working animals. Reindeer can be alarmed or unnerved by strangers or by children's natural exuberance. We therefore highly recommend that you or your children do not approach the reindeer or attempt to pet them.

Snowmobile Excursions - Drivers have to be at least 18 years old and hold a full driving licence, and must not be under the influence of any substance that can affect your ability to drive. I.e. Alcohol. Pay careful attention to the safety instructions and hand signals that will be demonstrated before departure. Ensure you are fully conversant with all the controls and how to operate the machine before setting off. If in doubt, ask. You will be held responsible for any accident or incident ascribable to your mishandling of the vehicle.

There is room for one pillion passenger per snowmobile. There is no specific age limit for pillion passengers, but the passenger must be large enough to reach the footrests and support him/herself

on them, and strong and sensible enough to hold on properly around the driver's waist or using the hand-grips. It is the discretion of the Safari guides to decide if the passenger can ride pillion.

For smaller children and any adults who prefer not to ride pillion, the safari company provides large sledges towed by a guide's snowmobile. Seats in the sledges must be requested at the time of booking for adults. The Insurance provided by the Safari company covers damage with an excess of €980.

And Finally

Photographic Equipment - Refer to the manufacturers' guidelines regarding extreme weather conditions of your device. Batteries discharge extremely quickly in the cold, so a plentiful supply of back-ups is advised.

The light in Lapland during December can be such that flash photography is required. One of my reindeer and Sami Friends at the airport presents an ideal photo opportunity, so I recommend packing cameras in your hand luggage.

Problem Solving - Our aim is to provide a thoroughly enjoyable, memorable and trouble-free holiday. If a problem occurs, please bring the matter to the attention of your Santa's Lapland Representative as quickly as possible, so that steps can be taken to improve the situation immediately. If the action taken in resort is not satisfactory, you should write, immediately on your return, to Guest Services by email: guest.services@SantasLapland.com, or by post to our UK address, so that your complaint can be investigated. Please note that it may be difficult for us to investigate complaints received after late December, as our Santa's Lapland season will be at an end and staff will have left the resort.

I hope all this information helps you prepare for your visit to see me and I am so happy you have decided to spend time with me over the Christmas period. If you have any questions or are unsure of anything please contact my team of highly experienced and knowledgeable helps in the UK before you travel.

I look forward to see you very soon!

A handwritten signature in black ink that reads "Santa". The script is cursive and fluid, with a large, stylized 'S' at the beginning.