

The Christmas Experience FAQ's

Relaxed Santa Visits

Are there any Santa visits for young people with additional needs?

Yes, families who have children with additional needs can book a more relaxed visit with Santa and the Elves on Tuesday 1st and Tuesday 8th December. You can book a 30min arrival window between 3pm and 6pm. You can then explore the Elf Village at your own leisure.

What does the relaxed Santa visit experience include?

You will be greeted in the elf village by our top elves, where you will have the opportunity to make a Christmas wish under the Wishing Tree. Visit Dizzy Bells in Reindeer Emporium and take home some magical reindeer feed for Rudolph on Christmas Eve. Pop by and say hello to Postmaster Pippin McJingles in Ye Olde Post Office Central to ensure your letter to Santa is safely on its way. Finally meet the main man himself in Santa's Cabin for a special Christmas one to one, and a little present for the journey home.

Although you can explore the Elf Village at your own leisure, there will be one way systems in place for everyone's safety.

Can we do the Woodland Walk and Fairy Dell as part of the relaxed visit?

Yes, during your relaxed visit to see Santa you also have access to wander the rest of the event, including the 12 Days of Christmas Woodland Walk, Fairy Dell, House and grounds.

How do I book a relaxed Santa slot?

Book directly with box office by calling 0113 3760318

We have a MAX Card, do we still gain free entry as part of the relaxed Santa visit?

Yes, let box office know when booking that you have a MAX Card, anyone covered on the card will gain free entry into Lotherton. The Santa ticket will then need to be purchased.

Are there accessible toilets on site?

Yes, a radar key is needed to access the accessible toilets – this can be requested at the café. If you have your own radar key we would advise bringing that with you for easier access.

Accessibility

Are there any areas in the site that are not accessible?

We aim to make each area of the site as accessible as possible for wheelchair users and those who need assisted walking. The only area where it is an issue is inside the Fairy Dell as this is situated in the sunken rock garden, however you should be able to view elements of it from the outside path around the Fairy Dell.

Do you have electric scooters to hire?

There is three electric scooters on site which can be hired, however we cannot guarantee availability. Electric wheelchairs/scooters will not be allowed access to the House