

# How to View and Amend a Booking

MyLapland is your own portal where you can view and amend your booking for Lapland.

To access MyLapland, locate your booking confirmation email and click on the “MyLapland” link at the bottom of the email. Alternatively, you can use the link here: [Log into MyLapland](#).

## Contents:

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## **What can I do in MyLapland?**

- If you have made a spelling mistake with your Small Folk’s name, you can update their name for a limited period.
- Add extra tickets (Subject to availability).
- Reschedule\* your visit to a different date and time (subject to availability).
- Review your cancellation options within the 7-day cooling off period.
- Purchase Magical Extras: additional Invitation Boxes and Jingles.
- Donate to the [Lapland Foundation](#).
- Personalise your visit: Enter details about your Small Folk (recommended a few weeks before your visit).
- Upgrade to Golden Experience (Please check back later in the year when this function is available, subject to availability).

Please be aware that **you cannot partially refund your order within MyLapland**. For example, removing items such as tickets, jingles and additional invitation boxes.

In this case, if you are within the 7- day cooling off period and wish to remove items, please contact us by using our [contact form](#).

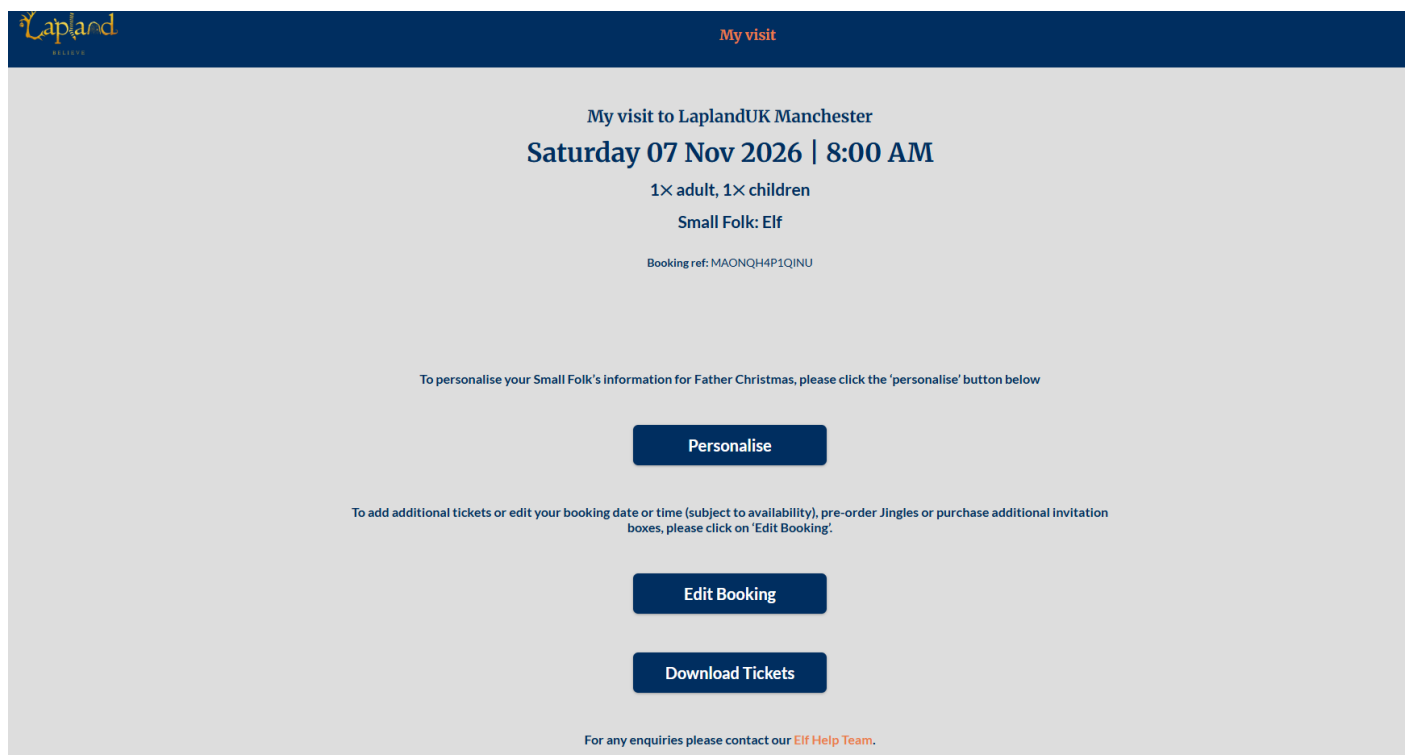
*\*Please note: All booking amendments, including date/time changes are subject to availability. Date and time booking amendments incur an administration fee of £10.00. Such fee covers administrative and system costs associated with processing the change.*

# How to amend my booking: A Step-By-Step Guide

Here we will show you how you can add tickets and reschedule\* your visit to a difference date or time (Subject to availability), as well as adding magical extras: jingles, additional invitation boxes and donations to the Lapland Foundation.

*\*Please note: All booking amendments, including date/time changes are subject to availability. Date and time booking amendments incur an administration fee of £10.00. Such fee covers administrative and system costs associated with processing the change.*

1. Log into MyLapland. Please see guidance on how to log into MyLapland [here](#).
2. You will then see the webpage below summarising your booking. Click “Edit Booking”.



The screenshot shows the 'My visit' page for a booking to LaplandUK Manchester. The booking is for Saturday 07 Nov 2026 at 8:00 AM, for 1 adult and 1 child. The child's name is listed as 'Small Folk: Elf'. The booking reference is MAONQH4P1QINU. There are three main buttons: 'Personalise', 'Edit Booking', and 'Download Tickets'. A note at the bottom says 'For any enquiries please contact our Elf Help Team.'

My visit

My visit to LaplandUK Manchester  
**Saturday 07 Nov 2026 | 8:00 AM**  
1× adult, 1× children  
Small Folk: Elf  
Booking ref: MAONQH4P1QINU

To personalise your Small Folk's information for Father Christmas, please click the 'personalise' button below

Personalise

To add additional tickets or edit your booking date or time (subject to availability), pre-order Jingles or purchase additional invitation boxes, please click on 'Edit Booking'.

Edit Booking

Download Tickets

For any enquiries please contact our [Elf Help Team](#).

3. Here you will be able to click “Your party” to add tickets onto your booking.
  - Please note that the maximum group size is 8 people.
  - Should you have or wish to add a Personal Assistants ticket you do not need to provide proof at the time of booking/ amending your booking. However, you will need to submit your PA evidence via your booking confirmation email prior to your visit. Please see here for further details: [When and how do I submit my Personal Assistant \(PA\) proof documents?](#)

If you do not wish to add tickets or change your tour date or time, you can double check your booked tour and tickets and click “Continue editing...”

You will then move onto the next stages to add magical extras. Please skip to step 12.

**Lapland**  
RESORTS

## Edit booking - LaplandUK Manchester

Please edit your booking below to add tickets (subject to availability), and move your date/time (subject to availability).  
To add Magical Extras to your booking, please click on 'Continue editing'

Your party  
1 x Adult, 1 x Children

Your tour  
7 November 2026, 08:00

Continue editing  
for LaplandUK Manchester →

**Booking Summary - LaplandUK Manchester**

Sat 7 November 2026 | 08:00

---

No changes yet

Original Booking Paid	£220.00
New Booking Total	£220.00

Cancel Booking

← Back to 'My Lapland'

Continue editing  
for LaplandUK Manchester →

#### 4. Select which additional tickets you wish to purchase.

- Please note, you cannot remove tickets you have already purchased. If you wish to remove or swap a ticket, please contact us using the lead Booker email via our [Contact Form](#) and please specify your amendment enquiry for us to look into further, subject to availability.

**Lapland**  
RESORTS

## Edit booking - LaplandUK Manchester

Please edit your booking below to add tickets (subject to availability), and move your date/time (subject to availability).  
To add Magical Extras to your booking, please click on 'Continue editing'

Your party  
1 x Adult, 1 x Children

Your tour  
7 November 2026, 08:00

Continue editing  
for LaplandUK Manchester →

Maximum group size is 8 people. You will visit Father Christmas in your booked group. ⓘ

Adult	-	1	+
Children ⓘ <small>(Aged 1-16)</small>	-	1	+
Infant ⓘ <small>(Infant under 1)</small>	-	0	+
Personal Assistants ⓘ	-	0	+

Selected: 1 x Adult, 1 x Children

Next →

**Booking Summary - LaplandUK Manchester**

Sat 7 November 2026 | 08:00

---

No changes yet

Original Booking Paid	£220.00
New Booking Total	£220.00

Cancel Booking

← Back to 'My Lapland'

Continue editing  
for LaplandUK Manchester →

5. You will then see any additional tickets highlighted in **orange** and the additional items to purchase will be shown on the “Booking Summary” on the right-hand side.

1 x Adult	£110.00
Original Booking Paid	£220.00
New Booking Total	£330.00

Cancel Booking

## Edit booking - LaplandUK Manchester

Please edit your booking below to add tickets (subject to availability), and move your date/time (subject to availability).

To add Magical Extras to your booking, please click on 'Continue editing'

Your party  
2 x Adult, 1 x Children

Your tour  
7 November 2026, 08:00

Continue editing  
for LaplandUK Manchester



← Back to 'My Lapland'

Continue editing  
for LaplandUK Manchester



**6. If you wish to only add tickets, you can click “Continue editing...”**

**7. If you wish to amend your tour date or/ and time, please click “You tour”.**

A change in tour time or date may result in a difference in ticket price and will incur an admin fee. If the new date or time costs more, you’ll need to pay the difference. Should the new date or time be less expensive, we’ll refund the difference to you.

**Please note:** All booking amendments, including date/time changes are subject to availability. Date and time booking amendments incur an administration fee of £10.00. Such fee covers administrative and system costs associated with processing the change.

**8. You will then see the following pages where you can see the available dates to choose from. Select the date you wish to visit on and click “Next”.**

Select date

MON TUE WED THU FRI SAT SUN

PRICES FROM

\*Price not including Booking Fee (£4.95 per ticket) and Postage and Packaging Fee (£5.95 per booking)

Nov 2026

						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Dec 2026

	1	2	3	4	5	6
--	---	---	---	---	---	---

\*Superstar Day

Next

Booking Summary - LaplandUK Manchester

Sat 7 November 2026 | 08:00

1 x Adult	£110.00
Original Booking Paid	£220.00
New Booking Total	£330.00

Cancel Booking

9. You will see the below page in which you will see the available tour times you are able to reschedule for.

- Please select the tour you wish to visit on and click “Next”.

Select time

← Sat 21 Nov 2026 →

Morning Afternoon Twilight

The time booked is the time your tour will start. Tours to Lapland last 4-4.5 hours, your visit to Father Christmas will take place in the final part of your journey.

\*Price not including Booking Fee (£4.95 per ticket) and Postage and Packaging Fee (£5.95 per booking)

08:00	£130pp	12:30	£150pp	16:00	£150pp
08:30	£130pp	13:00	£150pp	16:30	£150pp
09:00	£140pp	13:30	£150pp		
09:30	£140pp	14:00	£150pp		
10:00	£150pp	14:30	£150pp		
10:30	£150pp	15:00	£150pp		
11:00	£150pp	15:30	£150pp		

Next

Booking Summary - LaplandUK Manchester

Sat 21 November 2026 | 13:30

1 x Date & Time change	£80.00
1 x Adult	£150.00
Original Booking Paid	£220.00
New Booking Total	£450.00

Cancel Booking

10. You will then see the tour amendment date and time show up as orange. The amendments and amendment fee will be shown on the “Booking Summary” on the right-hand side.

**Booking Summary - LaplandUK Manchester**

Sat 21 November 2026 | 13:30

1 x Date & Time change	£80.00
1 x Adult	£150.00
Amendment fee	£10.00
Original Booking Paid	£220.00
New Booking Total	£460.00

← Back to 'My Lapland'

Continue editing for LaplandUK Manchester →

**11. Please note that once you have selected a new date or time, you are then given a limited amount of time to complete your booking. This is shown by the timer at the top of the page.**

- Please then click “Continue editing...”.

## Adding Magical Extras

Magical Extras include Additional Invitation Boxes and Jingles. If you are only amending your booking by adding these on, please follow steps 1, 2 and 3 to then come back to step 12.

**12. You will now be able to add an additional invitation box to your booking if you wish.**


- Each booking includes one invitation box, but should you wish to add more, you can do so with the “+” button here.
- You can see this additional invitation box being added to the “Booking Summary” on the right-hand side.
- Please then click “Continue editing...”

Lapland 🕒 9:17

## Magical Extras

Lapland favourites, to enhance your experience!

**Additional Pop-Up Invitation Box**



Each Lapland booking includes one Lapland Pop-Up Invitation Box which will house all of your invitations. If you have more than one child (Small Folk) in your booking and would like each to receive their own Pop-Up Invitation Box, you can add additional boxes here.

£6.00 each  
**£6.00**

- 1 +

Purchasing additional Invitation Boxes will increase your postage and packaging fee to £7.85

← Back
Continue editing for LaplandUK Manchester →

**Booking Summary - LaplandUK Manchester**

Sat 21 November 2026 | 13:30

1 x Date & Time change	£80.00
1 x Adult	£150.00
1 x Additional Invitation Box	£6.00
<b>Original Booking Paid</b>	<b>£220.00</b>
<b>New Booking Total</b>	<b>£456.00</b>

Cancel Booking

### 13. Here, you can add Jingles to your booking.


- To find out more about Jingles please see here: [What are Jingles?](#)
- In adding Jingles to your booking, you are pre-ordering Jingles ready for you to collect at Woodland Check-In on the day of your visit. Please see [How do I collect my Jingles?](#) For more information.
- Please click “Continue editing...” when you are happy to continue.

Lapland 🕒 8:31

## Magical Extras

Lapland favourites, to enhance your experience!

**Small Folk Jingles Pouch (25J)**



Lapland Jingles are the Elves' magical currency in Lapland! The elf-change rate is £1 for every 1J.


Your Small Folk's Jingles will be ready for collection at Woodland Check-In on the day of your journey to Lapland, carefully packed into beautiful red velvet pouches. From delicious sweets in Pixie Mixie's Sweet Shop to wonderful stories in Fable's Elven Library, the Elven World is full of Elven treasures to take home.

The Elf Council recommend one Jingle pouch per Small Folk.

£25.00 each  
**£25.00**

- 1 +

**Family Jingle Pouch (100J)**



Lapland Jingles are the Elves' magical currency in Lapland! The elf-change rate is £1 for every 1J.

If the Big Folk also wish to join in the fun of using Lapland Jingles to purchase Elven treasures like the Small Folk, the Elf Council offer the Family Jingle Pouch!

Your Family Jingles will be carefully packed into 4 beautiful red velvet pouches, waiting to be collected at Woodland Check-In on the day of your magical journey to Lapland.

£100.00 each  
**£0.00**

- 0 +

← Back
Continue editing for LaplandUK Manchester →

**Booking Summary - LaplandUK Manchester**

Sat 21 November 2026 | 13:30

1 x Date & Time change	£80.00
1 x Adult	£150.00
1 x Additional Invitation Box	£6.00
1 x Small Folk Jingles Pouch	£25.00
<b>Original Booking Paid</b>	<b>£220.00</b>
<b>New Booking Total</b>	<b>£481.00</b>

Cancel Booking

### 14. Next, you will be able to see the option to donate to the Lapland Foundation.

- For more information regarding the Lapland Foundation, please visit our website: Lapland Foundation.
- Please click on the option you would like to choose and then click “Continue Booking...”

- By kindly donating to the Lapland Foundation, you will be entered into a prize draw to upgrade your booking to our Golden Experience (VIP).

**Lapland Foundation Charity**

**Lapland Foundation Charity - doing the work of Father Christmas!**

We bring festive joy to children facing illness, loss, or hardship.

£25 enables us to gift a Lapland stocking to a child in a hospital or hospice over Christmas. Plus, for every £25 you donate, Lapland will match your donation by gifting a second stocking to another deserving child (up to 2 x stockings per donor).

**WIN A GOLDEN EXPERIENCE UPGRADE**

By kindly donating, you will automatically be entered into a free prize draw to win a Lapland Golden Experience day trip\* - meaning you could win an upgrade of your booking. You can also enter without donation.

Please select one of the options below to continue with your booking

**Booking Summary - LaplandUK Manchester**

Sat 21 November 2026 | 13:30

1 x Date & Time change	£80.00
1 x Adult	£150.00
1 x Additional Invitation Box	£6.00
1 x Small Folk Jingles Pouch	£25.00
1 x £25 Lapland Foundation Donation	£25.00
<b>Original Booking Paid</b>	<b>£220.00</b>
<b>New Booking Total</b>	<b>£506.00</b>

[Cancel Booking](#)

[Continue editing for LaplandUK Manchester](#)

**15. If you select an option to donate, you will see this pop-up message which asks you if you want to claim Gift Aid if you are a UK Taxpayer.**

- Please select the option that applies to you and click “Continue...”

**giftaid it**

If you are a UK taxpayer, Lapland Foundation can claim 25p for every £1 you donate from the UK government's Aid scheme. This means that at no extra cost to you, every £1 you donate is worth 25p more.

Yes, claim Gift Aid at no extra cost  
 No, don't claim Gift Aid

[Continue without Gift Aid](#)

**Booking Summary - LaplandUK Manchester**

Sat 21 November 2026 | 13:30

1 x Date & Time change	£80.00
1 x Adult	£150.00
1 x Additional Invitation Box	£6.00
1 x Small Folk Jingles Pouch	£25.00
1 x £25 Lapland Foundation Donation	£25.00
<b>Original Booking Paid</b>	<b>£220.00</b>
<b>New Booking Total</b>	<b>£506.00</b>

[Cancel Booking](#)

**16. Next, you will have the option to opt for Ticket Cancellation Protection if you have added any additional tickets to your booking. We use the third-party provider TicketPlan.**

- Please note that TicketPlan Cancellation Protection is £4.95 per ticket and cannot be added retrospectively. Therefore you cannot add TicketPlan to your order if you have not added

tickets when amending your booking. In our example below, you can see we can only add TicketPlan to the one ticket we are wishing to add to our booking.

- Please see here for LaplandUK’s Terms and Conditions: Terms & Conditions – LaplandUK.
- Please see TicketPlan’s Cancellation Protection Terms and Conditions: TicketPlan Terms and Conditions 2026.
- If you wish to add TicketPlan Cancellation Protection, please click “add” , review your “Booking Summary” on the right-hand side and then click “Continue editing...”
- If you do not wish to add this, please review your “Booking Summary” on the right-hand side and only click “Continue editing”.

**Lapland** 3:46

### TicketPlan Cancellation Protection

**Cancellation Protection**

IMPORTANT- PLEASE READ

Immediately after placing your booking you will have a 7 day 'cooling off period', during which you are entitled to cancel your booking and receive a refund of your tickets (minus booking fees). After this, your tickets are non-refundable (i.e. after the 7 day 'cooling off period' has passed you will not be able to obtain a refund).

TicketPlan Cancellation Protection is available for your booking. We strongly recommend you include this option. TicketPlan protects your booking if you are unable to attend because of accidents and unexpected illnesses. In all instances, suitable supporting evidence will need to be provided.

Full details are included in the [TicketPlan terms and conditions](#) [HERE](#) which we advise you to read and retain.

By purchasing Cancellation Protection, your tickets are refundable in certain circumstances, subject to the [TicketPlan terms and conditions](#) which you confirm you have read and understood.

Please note, LaplandUK are not involved in the administration of the refund process and are unable to intervene in individual refund applications.

TicketPlan Cancellation Protection can be purchased at the time of booking only. You are unable to add it to your booking retrospectively.

Any Magical Extras you purchase are not covered by TicketPlan.

The TicketPlan protection fee is also non-refundable after the 7 day cooling off period.

Booking total: £4.95  
**£4.95**

**Booking Summary - LaplandUK Manchester**

Sat 21 November 2026 | 13:30

1 x Date & Time change	£80.00
1 x Adult	£150.00
1 x Additional Invitation Box	£6.00
1 x Cancellation protection	£4.95
1 x Small Folk Jingles Pouch	£25.00
1 x £25 Lapland Foundation Donation	£25.00
<b>Original Booking Paid</b>	<b>£220.00</b>
<b>New Booking Total</b>	<b>£510.95</b>

## 17. Please then review our Terms and Conditions

- Please ensure to read the consent and Terms and Conditions and tick these boxes once you are happy to proceed.
- When editing your booking, you will not be able to amend the details of your Small Folk at this stage or make any amendments to the Lead Booker details.

## Child's details

Your invitations from Father Christmas are addressed to your children using the names you enter here. Please double-check these names (and their spelling!) as you won't be able to edit these later.

You will have the opportunity to add specific details about your children for their Father Christmas visit in your 'My Lapland' portal.

Child 1's first name

Elf



Child 1's last name

Help



I confirm that I hold parental responsibility for these children and/or infants and consent to Lapland London Limited or Lapland Manchester Limited (as applicable) processing their data for the purposes of their LaplandUK Experience.

### Ticket Terms and Conditions

By clicking "Proceed to payment", I accept the Ticket [Terms & Conditions](#) and [Privacy Policy](#).

### Sign up for the full Lapland experience!


Receive all the latest Lapland news, exclusive discounts, updates on tickets and more.

By subscribing you agree that Lapland World may contact you about products and services from the [Lapland Group](#), including ticket releases, exclusive discounts, news and more via the contact details you provide. See our [Privacy Policy](#). You can unsubscribe at any time by contacting us [here](#).

**18. Once you have reviewed the Terms and Conditions, Privacy Policy and your "Booking Summary", please click "Proceed to payment..."**

**19. Please provide your payment details.**

- Ensure to double check the details you have entered are correct prior to clicking "Pay".

3:02


### Booking Summary - LaplandUK Manchester

Sat 21 November 2026 | 13:30

1 x Date & Time change	£80.00
1 x Adult	£150.00
1 x Additional Invitation Box	£6.00
1 x Cancellation protection	£4.95
1 x Small Folk Jingles Pouch	£25.00
1 x £25 Lapland Foundation Donation	£25.00
<b>Original Booking Paid</b>	<b>£220.00</b>
<b>New Booking Total</b>	<b>£510.95</b>

## Payment Details

Amount: £510.95  
Order Reference: MAONQH4P1QINU  
Merchant Name: LaplandUK Manchester



Card number \*  
XXXX XXXX XXXX XXXX

Expiration date \*  
MM/YY

Security code \*  
XXX

**20. Once the payment has been successful, you will then be sent a new booking confirmation email to confirm the changes have been successful.**

# How to update your Small Folk's name and personalise your visit: Entering details about your Small Folk.

1. Log into MyLapland. Please see guidance on how to log into MyLapland [here](#).
  - You will then see the webpage below summarising your booking.

The screenshot shows a webpage titled 'My visit' with the Lapland logo in the top left. The main content area is centered and contains the following text: 'My visit to LaplandUK Manchester', 'Saturday 07 Nov 2026 | 8:00 AM', '1x adult, 1x children', 'Small Folk: Elf', and 'Booking ref: MAONQH4P1QINU'. Below this, there is a line of text: 'To personalise your Small Folk's information for Father Christmas, please click the 'personalise' button below'. This is followed by a dark blue button with the text 'Personalise'. Below the button, there is another line of text: 'To add additional tickets or edit your booking date or time (subject to availability), pre-order Jingles or purchase additional invitation boxes, please click on 'Edit Booking''. This is followed by a dark blue button with the text 'Edit Booking'. Below that is another dark blue button with the text 'Download Tickets'. At the bottom of the page, there is a small line of text: 'For any enquiries please contact our [Elf Help Team](#)'.

2. Click the “Personalise” button. You will see the webpage below and the number of Small Folk you have on your booking.

## Child's details

We recommend completing this section once you've received your Small Folk's invitations  
Please enter the required information for your child's personalised Father Christmas visit.

Elf

Edit details



Are there any guests in your group who require  
special assistance?

Edit Special Assistance  
Requirements

**3. Click the “Edit details” button. You will be taken to the webpage seen in the image below.**

- Please read our hints and tips when completing this section.
- You can edit the names of your Small Folk for a limited time.



## Personalise your child's details

### Hints and Tips

We recommend you complete the personalise section below for your child closer to your visit to ensure the information is up to date.

We want to make sure that your Small Folk's personalised audience with Father Christmas goes perfectly. Before you provide us with their personalised information, take a look at our helpful hints and tips below...

#### 1. Please, keep it simple.

Father Christmas prefers short key words and phrases - he can weave this into conversation much easier than long sentences and paragraphs.

#### 2. Be positive!

Memorable moments in Lapland are very important and Father Christmas likes to keep the experience as 'jilly-jolly' as he can. Please ensure that you are providing him with positive words and experiences to talk about. If there is sensitive information that you'd like Father Christmas to be aware of, please [contact us](#) via our website so we can help.

#### 3. Avoid bringing gifts and items for Father Christmas to give out.

Father Christmas will already have everything he needs to deliver a memorable experience for your Small Folk. We kindly ask that you avoid bringing items from home, as he will not be able to give these out during the experience.

#### 4. Please make sure that your answers are clear and easy to understand!

We advise you proof-read your answers. Father Christmas should be able to look at the information quickly and understand what it says. If your answers are complicated, unclear, or not relevant to the question, Father Christmas will be unable to use the information in the visit.

First name

Elf

Last name

Help

What is the correct pronunciation of your child's name?

Pronunciation

(E.g. Ay-me for Amy, or Dan-yell for Daniel. This will help minimise the risk of Father Christmas mispronouncing your Small Folk's name.)

4. You are also able to scroll down and enter personalised details ready for your visit to Lapland and Father Christmas, such as the age your Small Folk will be on the day of their visit, their favourite activity, person or thing.

**What is the correct pronunciation of your child's name?**

Pronunciation

(E.g. Ay-me for Amy, or Dan-yell for Daniel. This will help minimise the risk of Father Christmas mispronouncing your Small Folk's name.)

**Gender**

Select an option

**Age on day of arrival**

Select age

**What recent event would you like Father Christmas to celebrate?**

Recent achievement

(Please keep this to key words or sentences only, e.g. 'Won an award at school' or 'Became a big brother/sister:')

**What is Elf's favourite activity, person or thing?**

Favourite thing

(A favourite thing could be a pet, character, tv show, film or toy, etc.)

**Please clarify what Elf's favourite activity, person or thing is?**

Select an option

**Has your child attended before?**

Please let us know if your child has attended the event before. This will help Father Christmas to deliver a more personalised visit:

- 2017    2018    2019    2020    2021  
 2022    2023    2024    2025

**5. When you have double checked the details entered are correct and spelt correctly.**

- Please read the disclaimer and click the box to confirm you have read and understood this.
- You can then click "Submit details".

**Age on day of arrival**

Select age ▼

**What recent event would you like Father Christmas to celebrate?**

Recent achievement

(Please keep this to key words or sentences only, e.g. 'Won an award at school' or 'Became a big brother/sister.')

**What is Elf's favourite activity, person or thing?**

Favourite thing

(A favourite thing could be a pet, character, tv show, film or toy, etc.)

**Please clarify what Elf's favourite activity, person or thing is?**

Select an option ▼

**Has your child attended before?**

Please let us know if your child has attended the event before. This will help Father Christmas to deliver a more personalised visit:

2017  
  2018  
  2019  
  2020  
  2021  
 2022  
  2023  
  2024  
  2025

I understand that the information I have provided is intended as a guide for Father Christmas. I acknowledge that it may not be possible for Father Christmas to mention all of the personal information provided

**Submit details**

**6. You will then be taken back to the Child's details summary editing page.**

- Please note that your details are updated when you see the notification banner at the bottom of the webpage.

Capland My visit

**Child's details**

We recommend completing this section once you've received your Small Folk's invitations. Please enter the required information for your child's personalised Father Christmas visit.

Elf

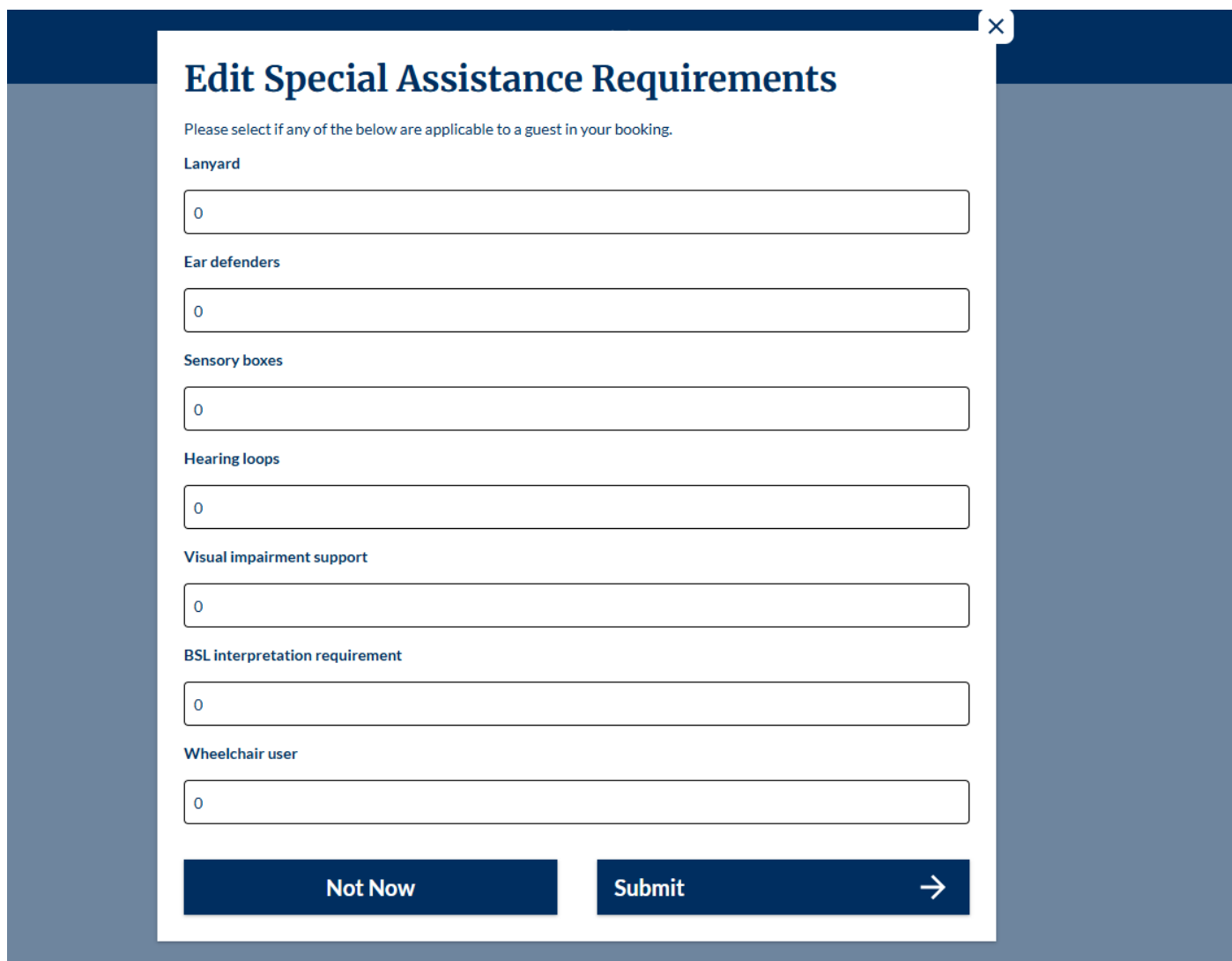
**Edit details** →

Are there any guests in your group who require special assistance?

**Edit Special Assistance Requirements**

✓ The details for Elf have been updated successfully.

7. Should you wish to go back to your booking summary, click “My Visit” at the top of the page.
8. You can also click “Edit Special Assistance Requirements” to notify us of any access or assistance needs.



**Edit Special Assistance Requirements**

Please select if any of the below are applicable to a guest in your booking.

Lanyard

Ear defenders

Sensory boxes

Hearing loops

Visual impairment support

BSL interpretation requirement

Wheelchair user

**Not Now**      **Submit** →

9. Once you have added this on to your booking, click “Submit” and this will be added onto your booking for our Guest Relations Team to be notified of for the day of your visit.
  - We kindly ask, please remind our staff at Check-In of any special assistance requirements and they will be happy to assist you further.

# How can I cancel my booking when I am within the 7-day cooling off period?

If you are within the 7-day cooling-off period, we can confirm that you're eligible for a full refund.

You are able to cancel your booking via [MyLapland](#).

Please note that our booking fee is non - refundable.

If you are no longer able to attend your booked visit to Lapland, and you are outside of the 7-day cooling off period, tickets become non-refundable and non-transferable, unless TicketPlan Cancellation Protection was selected at the time of booking.

If helpful, you can log in to your [MyLapland](#) account to check whether alternative dates or times are available and make changes to your booking, subject to availability.

## If using a laptop or computer, please follow the following instructions:

### 1. Log into MyLapland.

- Please see guidance on how to log into MyLapland [here](#).

### 2. Please see the webpage below where you can view your booking summary.

The screenshot shows the 'My visit' page on the MyLapland website. At the top left is the Lapland logo with the tagline 'BELIEVE'. At the top right, it says 'My visit'. The main content area is centered and contains the following text: 'My visit to LaplandUK Manchester', 'Saturday 07 Nov 2026 | 8:00 AM', '1x adult, 1x children', 'Small Folk: Elf', and 'Booking ref: MAONQH4P1QJNU'. Below this, there is a line of text: 'To personalise your Small Folk's information for Father Christmas, please click the 'personalise' button below'. This is followed by a dark blue button with the text 'Personalise'. Below that, another line of text: 'To add additional tickets or edit your booking date or time (subject to availability), pre-order Jingles or purchase additional invitation boxes, please click on 'Edit Booking''. This is followed by a dark blue button with the text 'Edit Booking'. Below that is another dark blue button with the text 'Download Tickets'. At the bottom of the page, there is a small line of text: 'For any enquiries please contact our [Elf Help Team](#)'.

### 3. Click "Edit booking"

**4. You will be able to view the webpage below. On the right-hand side you can see your “Booking Summary”**

- Click “Cancel Booking”

The screenshot displays the 'Edit booking - LaplandUK Manchester' page. At the top left is the Lapland logo. The main heading is 'Edit booking - LaplandUK Manchester'. Below this, there are instructions: 'Please edit your booking below to add tickets (subject to availability), and move your date/time (subject to availability). To add Magical Extras to your booking, please click on 'Continue editing''. There are two input fields: 'Your party' with '1 x Adult, 1 x Children' and 'Your tour' with '7 November 2026, 08:00'. A 'Continue editing for LaplandUK Manchester' button with a right arrow is next to the tour field. At the bottom left is a 'Back to 'My Lapland'' link, and at the bottom right is another 'Continue editing for LaplandUK Manchester' button with a right arrow. On the right side, there is a 'Booking Summary - LaplandUK Manchester' section. It shows 'Sat 7 November 2026 | 08:00', 'No changes yet', 'Original Booking Paid £220.00', and 'New Booking Total £220.00'. A 'Cancel Booking' button is located below the summary.

**5. Please read and confirm if you wish to cancel your visit to Lapland.**

- If you wish to proceed, please click “Cancel Booking”.

This screenshot shows the same booking management page as above, but with a confirmation dialog box overlaid in the center. The dialog box has a close button (X) in the top right corner. The main text in the dialog is 'Are you sure you want to cancel your visit to LaplandUK Manchester?'. Below this, it asks 'Are you sure you want to cancel your LaplandUK Manchester visit?'. There are two buttons: 'Not Now' and 'Cancel Booking' with a right arrow. The background page is dimmed, showing the 'Edit booking - LaplandUK Manchester' heading and the 'Continue editing for LaplandUK Manchester' button. The booking summary on the right is also visible, showing 'Original Booking Paid £220.00' and 'New Booking Total £220.00'. At the bottom left is a 'Back to 'My Lapland'' link, and at the bottom right is another 'Continue editing for LaplandUK Manchester' button with a right arrow.

**6. You will then be taken to a confirmation webpage and be emailed a booking confirmation to confirm that your booking has been cancelled.**

- You can expect for your refund to be reflected in your account within 7 working days.
- Should you have any questions, please contact us using our [Contact Form](#).

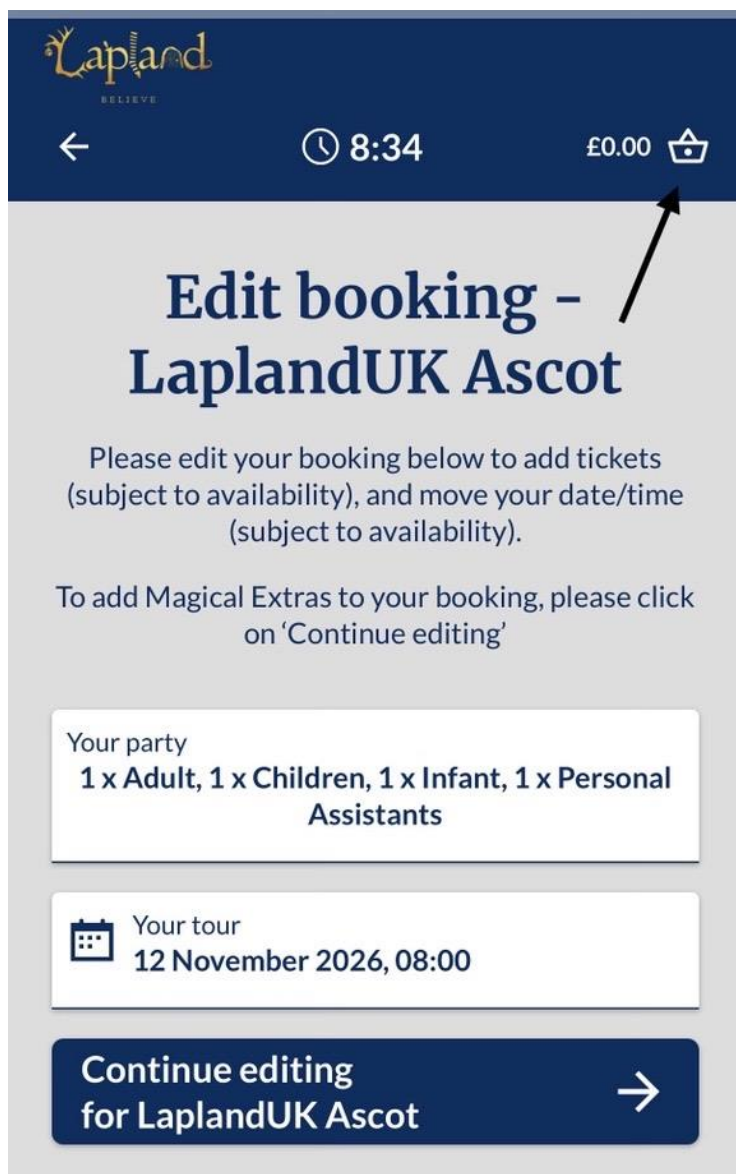
**If using a mobile device, please follow the following instructions:**

**1. Log into MyLapland.**

- Please see guidance on how to log into MyLapland [here](#).

**2. Please see the webpage below where you can view your booking summary.**

- **Click the basket icon on the top right-hand corner.**



**3. You will then be shown your Booking Summary.**

- Click "Cancel Booking".

## Booking Summary

Thu 12 November 2026 | 08:00

No changes yet

Original Booking Paid £343.55

New Booking Total £343.55

Cancel Booking

← Back

**4. You will then be shown a confirmation message.**

- Please read this and if you wish to cancel your booking, please click “Cancel Booking”.

The screenshot shows a mobile app interface. On the left, a 'Booking Summary' modal is partially visible, showing the date 'Thu 12 Nov', 'No changes yet', and a table with 'Original Book' and 'New Booking' both at £343.55. Below this is a '← Back' button. Overlaid on top of this is a confirmation dialog with a close button (✕) in the top right. The dialog text reads: 'Are you sure you want to cancel your visit to LaplandUK Ascot?'. Below the text is a smaller question: 'Are you sure you want to cancel your LaplandUK Ascot visit?'. At the bottom of the dialog are two buttons: 'Not Now' and 'Cancel Booking →'.

Booking Summary

✕

Thu 12 Nov

No changes yet

Original Book £343.55

New Booking £343.55

← Back

**Are you sure you want to cancel your visit to LaplandUK Ascot?**

Are you sure you want to cancel your LaplandUK Ascot visit?

Not Now Cancel Booking →

**5. You will then be taken to a confirmation webpage and be emailed a booking confirmation to confirm that your booking has been cancelled.**

- You can expect for your refund to be reflected in your account within 7 working days.
- Should you have any questions, please contact us using our [Contact Form](#).