



Important Travel & Safety Information

Please read this information before you travel. It contains practical details about your stay, activities and safety in Lapland.

Travel Checklist

- Passports
- Flight tickets
- Valid driving licence for anyone intending to drive a snowmobile
- Comprehensive travel insurance, including winter sports cover
- Any essential prescription medication

During Your Stay

Accommodation and practical information

- Cabins and the hotel do not have telephones, so we strongly recommend bringing a mobile phone.
- You will receive the telephone number of our local representative once you are in Lapland.
- There are no porters to assist with luggage, although we will always do our best to help where possible.
- Scandinavian-style bathrooms are wet rooms rather than traditional shower cubicles or baths. Floors can become slippery, so please take extra care, particularly with children.
- To support eco-friendly practices, towels and bed linen are changed before and after your stay rather than during it. If you would prefer daily changes, please let us know at the time of booking; additional charges may apply.
- If you are unsure how to use any appliance in your accommodation, please ask one of our guides for assistance.

Emergency contacts

For police, fire or ambulance services, call 112. This is the general emergency number in Finland and can be dialled without a country code or SIM card. You will also receive a local Magic of Lapland contact number on arrival. Please note that this is not a 24-hour line and calls or messages are not routinely monitored after 20:00.

Activities & Snowmobiles

Snowmobile driving

- Anyone driving a snowmobile must hold a valid driving licence and present it before taking part.
- Local agents are required to advise that an excess of approximately €500-€900 may apply in the event of a snowmobile accident.
- Snowmobiles are maintained for Arctic conditions and suitable clothing, safety equipment and instructions will be provided before each safari.

- Finnish law prohibits driving a snowmobile under the influence of alcohol. Similar safety expectations apply to husky and reindeer activities.
- If you do not feel comfortable or would like further instruction before an activity begins, please tell your guide.
- For the enjoyment of all guests, safaris will not normally stop or turn back once they have started, except in an emergency.

Activities and timings

Please make sure you are ready and at the agreed meeting point at the time shown on your itinerary. Activities often involve transfers and other guests, so timings need to be followed closely. If you are significantly late, the group may need to depart without you, as waiting could delay the day's programme and result in other guests missing or shortening their own activities.

Alcohol and activities

For safety reasons, guests who are under the influence of alcohol may not be permitted to take part in activities if local guides consider it unsafe. Police regularly patrol snowmobile routes and breathalyser tests may be carried out at random. The legal alcohol limit stated in our current information is 0.5 in Finland, compared with 0.8 in the UK.

Children & Animals

Children and supervision

Parents and guardians remain responsible for supervising their children throughout the holiday. Please consider your child's ability and confidence before taking part in activities, and use gentle slopes if they are new to tobogganing. Helmets are not required by law.

Huskies and reindeer

Many activities involve being close to huskies and reindeer. Huskies are friendly working animals, while reindeer are semi-wild and can behave unpredictably if startled. Children should always be supervised around animals and should follow the instructions of the local guides and herders.

We only work with partners who maintain high standards of animal welfare.

Sauna & Fireplace Safety

Using the sauna

Avoid using the sauna immediately after a large meal and allow some time for your food to settle. Alcohol should not be consumed before or during sauna use. Drink plenty of water, leave the sauna if you feel unwell or light-headed, and please follow the instructions provided in your accommodation.

For hygiene, please shower before using the sauna and sit or lie on a towel while inside. We also recommend showering again afterwards. If you are unsure about anything, please ask one of our guides for assistance.

Using the fireplace

Fireplaces in Finland can operate differently from those commonly used in the UK and may require you to open a flue and/or switch on ventilation in the kitchen before lighting the fire. Because Finnish cabins are very well insulated for winter conditions, it can also sometimes be difficult for a fire to ignite properly or remain alight without the correct airflow.

On the afternoon of your arrival, one of our guides will visit your cabin to help you light the fire for the first time and explain how the fireplace works. **Please wait for them before attempting to use it.** Incorrect use of the fireplace can cause serious injury, carbon monoxide or smoke-related risks, fire, or damage to the cabin.

A full set of fireplace instructions will also be provided in your cabin for you to refer to throughout your stay.

Catering

For guests staying in cabins, meals are delivered directly to your accommodation. The catering team will also return later that day or the following morning, depending on the timing, to clear everything away. **They may need to enter the cabin while you are there, including early in the morning while you are still asleep.** They will always try to be as quiet and discreet as possible and avoid disturbing you unnecessarily.

Travel Insurance & Booking Conditions

It is essential that you and your party have comprehensive travel insurance, including cover for winter sports. Magic of Lapland cannot accept liability for guests travelling without adequate insurance.

Please ensure that you have read and understood the Magic of Lapland booking conditions. By booking with us, you are deemed to have accepted our terms and conditions.

A Final Note

We are committed to treating all guests with courtesy and respect, and we kindly ask that the same consideration is extended to our guides, representatives and local partners.

We look forward to welcoming you to Lapland!