A Visual Story to support your Meet Santa experience at Lookout Lodge
This Meet Santa experience is **ONLY** available to Meet Santa ticket holders. It is not included in your Zoo entrance ticket.

The experience is fully booked for all 2021 days so please do not try to visit the experience in the Zoo without a ticket.
The Meet Santa experience takes place outside.

It can be cold and windy up at this part of the Zoo.

This means you may need to wear warm gloves, a warm hat and a warm coat.
Getting to the experience in the Zoo

Ticketholders for our Quiet Sessions do not need to queue. When you arrive at the Zoo (by car or by foot), please bring your Quiet Session ticket with your Zoo ticket or ZSL Membership card straight to the entrance.

Then, follow the Meet Santa parcels to find your way down to the Lookout Lodge area where the experience will take place.

A map of the Zoo can be downloaded here:
Map of ZSL Whipsnade Zoo | Zoological Society of London (ZSL)
Arrival at the experience

An elf will meet you at the entrance to check your Meet Santa ticket.

Other families may be waiting for their time-slot to enter into the area.

Cars are able to park near the experience, but not directly at it.
The elf will direct you through the gate along the gravel path.

The reindeer enclosure is next to the experience so you may be able to see, hear or smell our two reindeer.

Other families will be in the area at the same time.
Starting your experience

• When you walk down the gravel path (which has a crunchy noise) you will come to a signpost. An elf will meet you here to direct you to the Elf Village.

• They will give you a card with a Christmas-themed image on it (snowflake, reindeer, bauble are examples of the card you might get). When it is your turn for your Meet Santa experience, an elf will call out the image on your card and you can hand your card back to the elf. In the meantime, you can explore the Elf Village.

• Other families will be in this area at the same time.
Santa's sleigh

• As you make your way to the Elf Village, you will pass a red sleigh.

• You are allowed to get into the sleigh and have your photo taken, if you would like.

• The sleigh can be slippery, so please be careful.

• There may be other families on the sleigh when you get there, so you may need to wait your turn.
Elf Village

- Before or after you Meet Santa, you will be directed by another elf to explore and do activities in the Elf Village.
- Each hut in the Elf Village has an activity to do and there will be instructions for you to carry out a task.
- Each hut has four steps that you can climb to enter the hut area. Each step is marked with yellow paint, so you can see where to step.
- Each hut has a cut-out elf to tell you about different animals.
- You can touch and feel the different parts of the hut as part of the activities.
Cut-out Elves

• Our cut-out elves are dotted around the Elf Village.

• Each board includes information about the elf and animal facts.
Meeting Santa

• When an elf calls the image on your card, you will make your way back to the signpost and hand your card back in.
• The elf will then direct you down to Santa’s Lodge.
• When you arrive at Santa’s Lodge, you will meet Santa.
• You can talk to Santa and he will ask you what your name is, if you have been a good child and what you would like as a present for Christmas.
• Your photo may be taken by an adult.
Leaving the experience

• When you are finished you will leave via the same path on which you entered.

• On your right as you leave will be the reindeer enclosure. There are two reindeer in the enclosure.

• The reindeer may come up to the fence or may be eating or standing elsewhere in the enclosure.

• There are ‘North Pole’ signs here which you can touch.
Thank you for visiting.

Merry Christmas!