

WELCOME TO

THE North Pole EXPERIENCE

PRE-VISIT GUIDE

INFORMATION INSIDE IS FOR GROWN UP EYES ONLY!

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Inside this guide, you will find everything you need to know to enjoy the perfect day out at The North Pole Experience.

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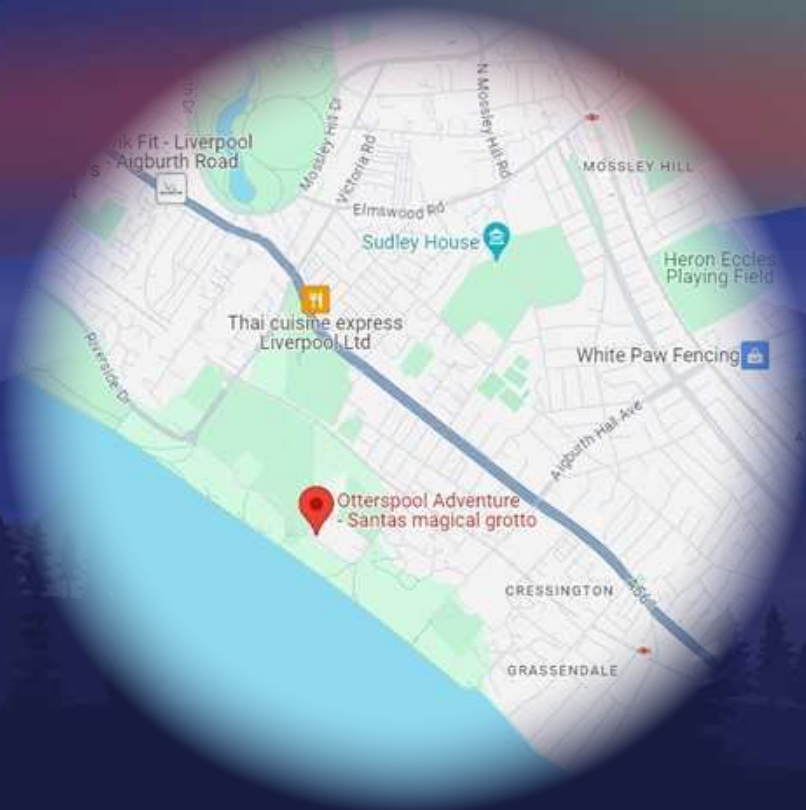
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Before your Visit

Where you'll find us

The North Pole Experience is located along the famous Otterspool Promenade.

Our address is 37 Otterspool Drive, Aigburth L17 5AL. If you are used to joining us, please remember the entrance is not through our cafe, our Departures will be located at our entrance by the skate park.



How does the experience work?

Your visit will last for around 3 hours.

The first 90 minutes will be scheduled. This structure cannot be changed. You will be taken by your elves as a group from one activity straight into the next.

You will start the journey in our Departures, where you will receive your boarding passes, it is at this point you will be told the time you are requested in Father Christmas' Cabin. If you have any questions about the day then please ask when you're in the Departures.

Once everyone in the booking has been checked in and given their passes, Chuggins the Conductor will arrive to whisk you away to the North Pole.

You will then be transported as a group onto the Snowtrail Express, then through the Elf Village, the Elf Workshop and Mrs Claus' Kitchen.

After you have helped Mrs Claus in her Kitchen, you will leave the kitchen and arrive in the Elf Village. You will have between 1 hour / 1 hour 30 mins to explore this area.

During your time in the Elf Village, you will be able to use our Ice Skating Rink, Meet the Postmaster in the North Pole Mail Room, have a bite to eat at one of our eateries, visit the Elf Emporium or even challenge the family to a game of Festive Crazy Golf!

Please keep an eye on the time and head over to see Astra, the Head Elf at The North Pole Control at the time assigned to you on your boarding pass. Make sure to bring everything you need with you; your journey is a one-way pathway, and it is not possible to move backwards, or return to any previous areas of the Experience.

Before your Visit

Checking your date & start time

Please make sure you double check the start time on your booking before the day.

We cannot postpone the experience for any latecomers. Unfortunately if you are late you will have to catch up with your group at their current place in the experience, when and where this can be facilitated.

You will be unable to go back or revisit any missed activities.

All bookings are non-refundable and require 7 days prior notice to change or amend.

Changes are also subject to a £10 admin fee.

Check your tickets

Due to the demand for our 2025 North Pole Experience, many of our sessions are at capacity.

Before your visit, please ensure you have booked enough Adult, Child or Under 1's tickets for everyone in your party.

Unfortunately if you turn up on the day with additional children or adults we may have to turn those away who do not have a valid ticket.

Any children with an under 12 months ticket will not receive a gingerbread or a Bear from the Elf Workshop. If you've booked an under 12 month ticket but would like to upgrade to a child ticket, please message us before your arrival so we can ensure we get this sorted.

Home Time

How we hate to say goodbye! But all good things must come to an end.

After your visit to Father Christmas' cabin, you will be taken to his special Toy Shop, where the children will be able to choose any gift that they would like (as long as they have made it onto the nice list!)

After this you will be taken to Keepsake corner, where you will be able to view and purchase the photographs you have had taken during your visit.

You will then be guided out of the experience. Once you have left there will be no re-entry so please do ensure you have everything with you and have completed everything you hoped to get out of your day.

Check your information

When booking your tickets you will have filled out your child's name, age and requested gift to tell Father Christmas.

Changes for this information end 2 weeks before your visit date.

If you have not edited this information please do not panic. This can be changed on the day so please bring a pen with you to update!

On the Day

When should I arrive?

Your session starts at the time stated on your booking confirmation, so please arrive 10 minutes early for your booking. For example, if you booked the 10am session we would ask you to make sure you arrive at 9:50am. You may also need to account for time to find a parking space, so please consider this when timing your arrival.

Unfortunately if you are over 10 minutes late, you will miss part of your experience.

We will try our best to catch you up with your group at their current part of the experience when we are able to facilitate this.

Can I bring a Pram/Buggy?

Due to space restrictions, we may have to ask any visitors with prams to push their prams to the edge of the room.

Wherever possible we ask you to bring a car seat / carrier rather than a pram. Prams / Buggies are allowed if absolutely required.

Arriving at the site

We do not have an on-site car park. There is free parking along Otterspool Drive, however, due to the event and members of the public who are on the promenade, spaces can be very limited and the road can become very busy.

There is a free car park on the top of Mersey road, which is about a 3 minute walk from our entrance.

Please bear this in mind if you are traveling by car as we do not want you to miss the experience due to the traffic. For this reason, we highly encourage you to arrive by train, with Aigburth station only a 9 minute walk away.



On the Day

Can I bring my own food and drink into the experience?

It is not possible for you to bring your own food and drink into the experience. We offer a delicious array of refreshments that can be enjoyed throughout your visit.

Is food or drinks included in my ticket?

We do not provide food or drinks in the price of your ticket. If you're feeling peckish food and drinks can be purchased at our various food outlets.

*For anyone on the VIP Upgrade experience, complimentary refreshments and food are included.

What about the weather?

Whilst you will be inside for most of the Christmas Activities, we still recommend you wrap up warm! It can get very chilly here down at the North Pole!

We are an outdoor centre and this event will still go ahead in the wind and rain.

Can I smoke during the visit?

Smoking is not permitted on site. This includes electronic cigarettes and vaping.

Check your info

You should have shared all required information with us prior to your arrival. If not, you may be asked to fill in this information once you arrive in the departures lounge.

If you need to fill in this information on the day of your visit, please try your best to hide this from your little elflets to keep the magic of their Father Christmas visit alive!

During your Visit

Departures

At your scheduled arrival time, you will be invited into our Departures area and greeted by our Elves who will make sure you are all ready for your departure to the North Pole. To ensure your check-in goes as smoothly as possible please ensure you have your e-tickets to hand.

At check in your little ones will receive their Boarding Passes and bear token. If you have pre-ordered any Jingle Bells or Marshmallows they will be handed to you at this time!

Aside from any last minute questions you may have, you will then be ready to depart and will wait for your journey to begin.

The Journey

It is very important that all Grownups and Elflets stay with their group until you have finished your scheduled journey. This will end after Mrs Claus' Kitchen.

There will be time for Ice Skating and exploring after your scheduled activities. If you get lost please find one of our Helper Elves, who will guide you to where you need to be at that time.

You will not be able to join in with another groups activities if you miss yours.

The Snowtrail Express

Your journey begins once you board the Snowtrail Express, our very own train ride experience that takes you from Liverpool Victoria Station to the North Pole! your journey will be lead by Conductor Chuggins and his bellboy, Hopper. Prepare for a magical journey! **Note: no open food can be taken onboard the train.**

North Pole Town Square

The first stop once you arrive in the North Pole will be to the North Pole Town Square. Here, you'll be greeted by Ivor, the esteemed Mayor of the North Pole, who is eager to introduce you to the enchanting Princess Isadora. Together, they'll extend the warmest welcome and prepare you for the magical adventures that await during your visit to the North Pole.

Elf Workshop

As there has been so many good elflets this year, Patch & Cogs need your help to finish making all of the toys. Please note that any Under 1's you have booked will not make their own Bear but you can purchase a bear for your Under 1 on the day. If you would like any outfits, bags or boxes to go with your bear, these can be purchased at the Elf Emporium. If you have pre-ordered bear outfits or bags you will collect them here.

During your Visit

Mrs Claus

After you have helped Patch and Cogs in the Elf Workshop, you will help Mrs Claus in her Kitchen. Expect a warm welcome from Mrs Claus and her Helper Elves. They need your help to decorate a fresh batch of gingerbread for Father Christmas - they're his favourite treat!

It will then be time to settle down and enjoy story time with Mrs Claus before saying goodbye and heading into the Elf Village.

Under 1's and Grownups will not receive a Gingerbread to decorate.

Please speak to the elves (Holly and Jolly) for allergen gingerbread men!

Ice Skating

Father Christmas' Ice Skating Rink is the heart of the North Pole! Ice Skating is included in every Christmas booking and there is no need to pre-book a time slot. We will provide skates and provide skating aids if required and attachable blades for infants are also available on request.

With your safety in mind, we ask all guests to ensure they have skates on at all times whilst on the rink, this includes grownups. We ask that you do not leave the rink or boot change area with your skates on.

Unfortunately due to Health and Safety risk, we are unable to allow wheelchairs onto the Ice.

Father Christmas' Cabin

The time you are requested to visit Father Christmas' Cabin is given to you on your arrival at Departures. This time will be after your time in the Elf Village. Please keep an eye out on the time, and head over to Head Elf Astra at the North Pole Control.

Visits will take place as per your booking, due to the cosy size of the Grotto we are unable to merge separate bookings together into one single visit.

If your Elflets are lucky enough to have made it onto the nice list, Santa will hand them some of his magical money, which can be spent in the toy shop. Here, they can choose any one of the toys on the shelves.

Your photos with Santa are not included in your booking, however, they can be purchased in Keepsake corner.

FAQ's

Where can we eat?

We have several eateries throughout the experience offering a delicious range of hot meals, hot drinks, tasty snacks and sweet treats! Crustoff's Kitchen is the perfect place to grab some on-the-go food, whereas you can head to Sprinkles' Sweets and Treats for some yummy treats. Our indoor cafe is where you can sit down and enjoy a delicious meal that both the Grownups and Elflets will enjoy!

What does my Under 1 get?

All babies under 12 months old are welcomed at just £18 each, no matter what date you join us on.

Under 1's will be able to choose a gift from Father Christmas' toy shop. Under 1's do not get a gingerbread from Mrs Claus or a Teddy Bear from the Elf workshop. If you wish for them to receive either of the above you would need to upgrade to a child's ticket.

Alternatively, you can purchase a bear from our Elf Emporium on the day of your visit.

I have booked VIP, What does that mean?

VIP Packages include all of the activities on your standard ticket, plus all of the following; Personalised Postal Invitation, Priority Treatment, Front Row Seats for Shows, Complementarity Photo with Santa, VIP Welcome Gift, Priority Ice Skating, Light Refreshments, Reserved seating for complementary festive food and drinks.

I haven't booked VIP, How do I upgrade?

You can purchase your VIP Upgrade online via our website, we only accommodate 1 VIP family per session so do be aware your session may already be sold out.

Our Grotto Opens Friday 3rd December!