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LOCATION AND HOW TO GET THERE

Where are Santa's Igloos located?

The address of Santa's Igloos Arctic Circle is **Joulumaankuja 8**, Rovaniemi. Santa's Igloos are located at the Arctic Circle, approximately 9 km from the city center (12 minutes by car). From Rovaniemi Airport the distance is only approx. 3 km away (7 minutes.)

Santa's Igloos Arctic Circle is located a walking distance from Santa Claus Village (approx. 500 m).

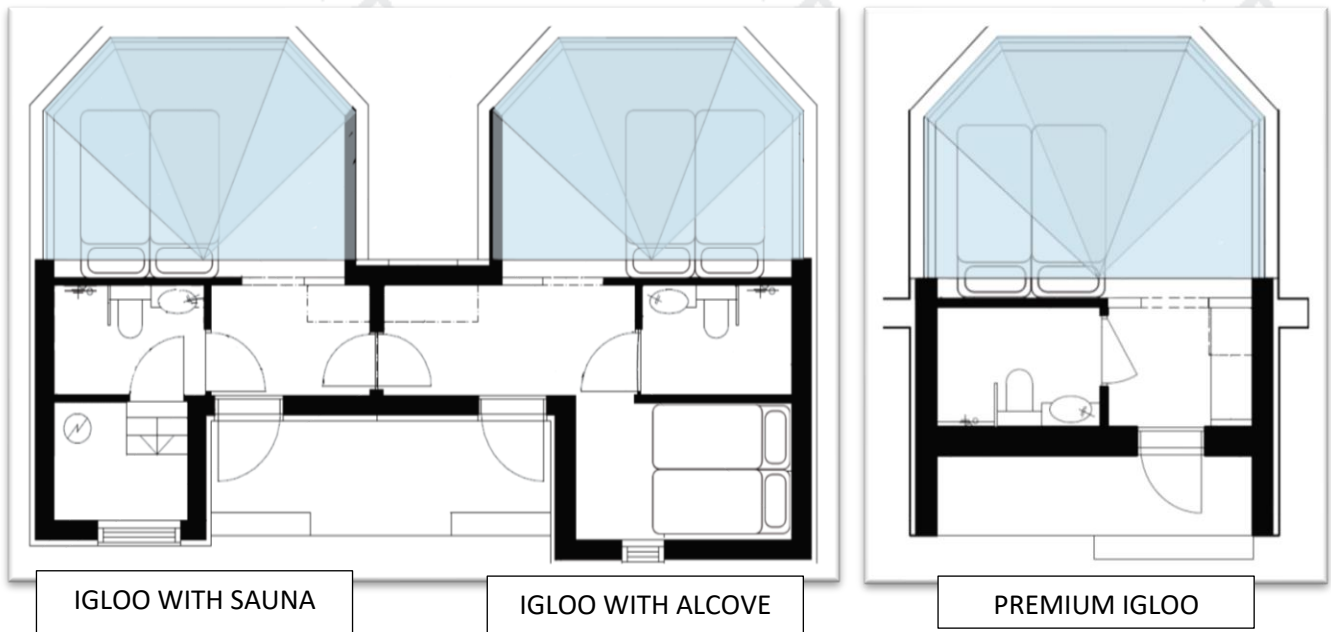
A city operated bus service (Bus **Number 8**) runs from the city center and to Santa Claus Village. Depending on the time, this bus can also run all the way to and from the igloos. A bus schedule can be downloaded online or can be availed from the reception. The bus tickets cost under 5 EUR for a one-way ticket. Taxis can also be ordered at your own cost, the staff at the reception will be happy to help you order one. The cost for a taxi range between 20-30 EUR

Does the hotel provide complimentary shuttle service or transfers?

Santa's Igloos does not currently provide complimentary shuttle services or transfers. If you have trouble arranging other ways of transfer, please contact Santa's Igloos and we can see what we can do.

What is in Santa's Igloos area?

Santa's Igloos are located in a private and peaceful area, with the restaurant and reception building conveniently in the middle of the stand-alone igloos. There are altogether 71 igloo units. The restaurant seats up to 120 people.



SERVICES

Are there any stores nearby Santa's Igloos?

Santa Claus village has a collection of souvenir and design stores, but there is no grocery store nearby. A small convenient store can be found near the gas station across the road from Santa's Village Restaurants and cafes can be found in Santa Claus Village.

Does Santa's Igloos have its own restaurant?

Yes, in the center of the igloo area is located **Arctic Eye Restaurant**. It is in the reception building. It is opened daily (September to March) from **16:00 to 22:00** (Kitchen closes at 21:00). During the low season, the restaurant will be opened with prior reservation.

What are the menu options in Santa's Igloos Restaurant?

The Arctic Eye restaurant offers a set Scandinavian menu made with love from Arctic ingredients merged with nuances from all around the world. Menu of the Day includes a main course in all rates. It is possible to upgrade to 3-course menu as starters and desserts are available additionally.

Is breakfast included in the igloo night stay?

Yes, breakfast is included in all rates. The complimentary breakfast is served daily (during peak season) in the hotel restaurant between **7:30 -10:30 am**. Breakfast is served as a buffet style meal with varying options. During the low season breakfast baskets are delivered to the rooms as the restaurant remains closed. Breakfast baskets can also be requested if the guests leave before the breakfast time due to an early flight or train departure.

Does the restaurant offer vegetarian or vegan options?

The Santa's Igloos restaurant Arctic Eye vegetarian option for Main course and starter. Vegan options are available on request. Breakfast buffet too has vegetarian and vegan options. We recommend informing of vegan or any special dietary needs and allergies in advance.

If you have a vegetarian diet, please specify what kind of vegetarian diet you follow (e.g. vegan, lacto-vegetarian).



Does the restaurant cater to special dietary needs / allergies?

Please inform in advance if you have any special dietary needs or any allergies. This way our restaurant can be prepared. In Finland, most restaurant dishes are automatically low-lactose or lactose-free dishes. In general, restaurants are aware and prepared for gluten-free (celiac) diets.

Does Santa's Igloos provide any activity package?

Santa's Igloos doesn't currently provide any activity packages. However we are partnering up with local activity providers, please contact Santa's Igloos for more information.

What can I see and do near Santa's Igloos?

The guests can visit the **Santa Claus Village** which is about 500 m away. Guests can meet Santa Claus and visit the Santa Claus Post Office. **Santa Park** is also located about 3 km away. There are also a couple of husky and reindeer parks close by. Please check Santa Claus Village's website for more information (<https://santaclausvillage.info/>).

Guests are also advised to visit VisitRovaniemi's website for more information regarding activities: <https://www.visitrovaniemi.fi/>

AMENITIES AND FACILITIES

What kind of rooms Santa's Igloos have?

Santa's Igloos Arctic circle offers 3 types of igloos: Premium Igloo, Premium Igloo with Sauna and Premium Igloo with Alcove.

The Premium igloo comprises of a bedroom and an attached bathroom. (19.4 m²)

The Premium Igloo with Sauna has an attached sauna in addition to the bathroom (22.3 m²)

The Premium igloo with alcove has an alcove which serves as an extra bedroom. This extra bedroom however, does not have a glass roof. The Superior Igloo with alcove also has an attached bathroom but not a sauna. (28.2 m²)

Please note that the Premium Igloo with Sauna and the Premium Igloo with alcove can be connected, when needed, into one igloo sharing a sauna (51.4 m²).

The igloos have a 180° glass roof. The bedroom area, which faces the north, is covered with a glass roof, while the bathroom side and entrance area (south facing) are covered for privacy.

The rooms are furnished with a twin bed, flat screen TV, a mini fridge and all the igloos are equipped with a tablet through which the guests can contact the reception. Aurora Alarms are also sent out to the tablets.

The igloos also have free Wi-Fi connection.

What is the size of beds and extra beds?

All igloos have two single beds, both 90 cm x 200 cm. These can be set together or separately.

There are no double beds. For an extra fee you can request for our staff to set up the beds as a double bed.

The extra beds are either 80 cm x 200 cm or 70 cm x 200 cm. Three (3) of the Igloos With Alcove have a double bed (160 cm wide) in the alcove. Seven (7) of the Igloos With Alcoves have a single bed (80 cm x 200 cm) and another pull-out bed underneath (70 cm x 200 cm).

How wide is the doorway in the igloos?

The doorway is approximately 86 cm wide.

Does Santa's Igloos have any allergy rooms?

The hotel does not have specific allergy rooms. It would be extremely helpful if the guests could provide prior information if they have any allergies. We will try to make the guests' stay as comfortable as possible.



How many people can fit in one igloo?

The **Premium Igloo** and the **Premium Igloo with Sauna** can accommodate two guests, but an additional bed can be provided with extra charge. The **Superior Igloo with Alcove** however, can accommodate four guests. An additional bed for a fifth guest can be provided with additional charge. Please note that the premium igloo with sauna and the premium igloo with alcove can be connected into one and can house a maximum of 8 persons.

What's the difference between Santa's Igloos and other igloo accommodation providers?

The main difference between Santa's Igloos Arctic Circle and the other igloos is that our igloos have an ensuite bathroom with wc and shower in all the igloos. All the igloos also have air-conditioning and heating, so our igloos can be used around the year. Though some of the other igloos have a 360° glass roof, our Igloos have a 180° glass view to make room for the bathrooms and saunas. Our Igloos are also more spacious than some of the others.

Is there portorage available?

Free portorage is provided for **individual guests only**. Groups can order the portorage service well in advance and must pay a **service fee**.

What amenities are available to the igloos?

Towels, bathrobes, slippers, eye masks and a hair dryer are in the igloos. Shower gel is provided in the dispenser. Complimentary toiletries are available on request.

All igloos have a tablet with Aurora Alarm and chat function to contact staff at any time, as well as wake up call. There is also a flat-screen tv, kettle, tea and coffee set and minifridge.

Please contact our staff for room service menus and services.

Is tap water drinkable?

Yes, the tap water in Finland is drinkable. We encourage all our guests to drink tap water, the taste of Lappish tap water is very pure but is also much more environmentally friendly than bottled water.

Is there Sauna facilities and gym facilities in Santa's Igloos?

Sauna is available only to guests who have made a reservation for a Premium Igloo with Sauna. A public sauna is not available at Santa's Igloos. However, the guests can enjoy the sauna in Hotel Santa Claus between 17:00- 20:00 daily. The cost is 25 EUR per person. Santa's Igloos does not have gym facilities, but it is safe and peaceful to walk around Santa's Igloo area and to Santa Claus Village. There are also many guided activities and excursion available for some arctic exercise!

Is Santa's Igloos wheelchair accessible?

Santa's Igloos is on an endeavour to make the area more accessible for wheelchairs. Ramps are installed in selected igloos.

NORTHERN LIGHTS AND MIDNIGHT SUN

When is the best time to see the Northern lights (aurora borealis)?

The Northern lights are best visible from the end of August until beginning of April. You can see northern lights only when the sky is dim or dark. So, during the day feel free to enjoy the many other activities Lapland has to offer!

What are the conditions necessary to see the northern lights?

You need to have a clear sky to see northern lights. If there are clouds, chance of seeing them are very rare.

The aurora activity (solar winds from the sun) should be high enough.

Santa's Igloos is an excellent location to see the Northern lights because it is a private, open area away from the city lights.

Therefore, we do not have light pollution which makes seeing the northern lights more difficult. When the Northern lights do show up, we dim down the lighting on the area.



Does the hotel have a northern lights notification system?

Yes, each igloo is equipped with a tablet through which an aurora alarm is sent. You can turn on or off the aurora alarm when staying in the igloo. When you are dining in our restaurant, our staff will notify guests there as well.

Is it possible to see the northern lights from inside the igloos?

Yes, it is possible to see the northern lights from inside the igloo, provided the auroras are strong enough to be seen at all.

All the lights in the igloo **must be switched off** to see the northern lights from inside.

The glass ceiling is heated: remember to click on the heater switch (on the wall next to the front door) if your glass ceiling has snow or ice on it.

What are Santa's Igloos like in the summer?

In the summer in Lapland we have the nightless nights, this means that there is daylight also in the middle of the night. The dark nights start to get shorter already in April. Already in May and June the night stays light, even though the sun dips under the horizon. In Rovaniemi, from June 21 – July 7, the sun does not set at all. After that period, the nights still stay light until August.

Hotel provides sleeping masks to cover the eyes to help the guests who are accustomed to sleep only in the dark.

SOCIAL MEDIA AND MEDIA COLLABORATIONS

Which social medias can I find Santa's Igloos from?

Santa's Igloos can be found from Facebook and Instagram @santasiigloos. You can also find Santa's Hotels from Facebook, Instagram and TikTok @santashotels.

I have a collaboration offer, who to contact?

For media collaborations please send your proposal and statistics or media kit to marketing@santashotels.fi

What kind of media collaborations does Santa's Igloos do?

Santa's Hotels and Santa's Igloos are open for ideas and proposals. We have previously collaborated with journalists, influencers, TV-shows etc. Please note that during the peak of high season (Christmas time to January) our possibilities are limited.

OTHER QUESTIONS

Can I use my drone in Santa's Igloos?

Drone usage is **strictly prohibited** in the area. As the roofs are made of glass, other guests might feel their privacy is being intruded upon. In addition Santa's Igloos is located close to the proximity of Rovaniemi Airport.

The guests are free to take photos around the area, provided it does not infringe upon the privacy of other guests.

What languages and translations are available at Santa's Igloos?

The hotel tries to provide all the necessary instruction sheets and notices in different languages based on our frequent guests' nationalities.

I have additional questions; how do I contact Santa's Igloos?

Santa's Igloos Reception is at your service:

Tel. +358 400 102 170

info.arcticcircle@santashotels.fi