

Frequently asked questions

What are your opening hours?

We don't have any opening hours, we are open when the excursions are running. We have reindeer and husky excursions, and reservations are necessary for our excursions, so that we have enough time to prepare the animals for excursions.

How do I book and pay the excursion?

You can book the excursion from our web shop or alternatively by contacting us eg. by sending us email or giving us a call. You can pay by credit or debit card in our web shop. If you will book via email we will send you payment link which can be paid also by debit/credit card or bank transfer.

My plans changed, how can I cancel the reservation?

All the cancellation must be made within office hours 9:00-17:00 (UTC +2) Finnish time by email. Cancellations can be refunded when cancellation is made 48 hours before the departure time of the excursion. Cancellation fee of 20€ will be charged automatically. In case of the illness, reservation can be fully refunded, when providing Raitola a medical certificate within 2 office days.

How to reach the farm?

We are located about 15km from the city center, and 5km from the Santa Claus Village. The easiest way to reach us is by taxi, in case you will not have a rental car. Public transport stops to Santa Claus Village.

For our longer excursions we are offering return transfers for 10€/person. Pick-up places only from Santa's Hotel Santa Claus (city center) and Santa Claus Village, check time tables with the staff. For the farm visits transfers are not organized.

What is included for the price?

Winter clothes, promised excursion guiding in English, prices include V.A.T.

How is the animal welfare taken care of?

All our excursions are animal related, so the animals and their wellbeing is our priority number one, they are the superstars of the farm. They are treated as individuals and they all have different personality. They all have names, and our guides know them by the names. Reindeers and huskies are observed daily and we are taking care of them 365 days a year.

How should I dress myself and my children for the excursions?

In the winter time, the temperature can drop down to -35 celsius degrees, so it is very important to dress yourself warmly. It is always better to have too many clothes than too little clothes. We are offering for the longer excursions; overall, winter shoes, woolen socks, gloves and scarf. You should have your own hat.

Layer dressing is the key here in Lapland. So wear preferably woolen first layer, then next layer can be knitted sweater or a fleece. If it is very cold, add more layers underneath the overall / winter clothes.

Kids get cold easier, so please make them wear even more clothes than you do. When being inside/in the car, open the jackets as when you go back outside it will be cold.

What is the age for children age?

We count children as 4-12 years old, as children over 12 years old can't usually fit to the same sledge with two adults. Children under 4 years old are free of charge.

How many persons will be sitting in the same sledge?

In the long husky rides, usually 2 adults can fit with one or 2 children to the same sledge. Our 800m husky ride is not self-driving, so there we can fit up to 4 people on the same sledge.

In the reindeer side, 2 adults and a small child can fit to the same sledge. If the child is older or there will be several children, then the family will be splitted in to two sledges.

At the end our guides will decide if / how you will be seated.

If you are single traveler, you will be paired up with someone else, if the participant amount is equal.