



EVERY STOP IS A START...

EAST LANCS RAILWAY COVID POLICY & CONTROL METHODS

- o **Advanced booking recommended so that we can manage the number of passengers on each operating day.**
- o **Limited seating will be available for passengers that wish to pay on the day.**
- o **Enhanced cleaning regimes are in place at stations, between every train journey and in station toilets.**
- o **Cleaning of surfaces will be done with a surface sanitiser that has a 30-day working life. Further details of the products used will be displayed at Bury Station.**
- o **Hand Sanitiser Stations will be provided for you to use.**
- o **Our stations will be operating a one-way system and we would kindly request that this is observed.**
- o **Boarding of the carriages will be done in order of available seating. This process will start from the rear of the train.**
- o **On train seating will be by self-selection with seats blocked off to maintain 1 meter plus social distancing.**
- o **Contactless payments are preferred.**
- o **We will be asking our guests to maintain social distancing whilst using our facilities and respect other passengers by maintaining 2m distancing when circulating at stations.**
- o **Refreshment facilities will be available for take away service at Bury Station.**
- o **The Trackside and Bufferstops pubs will be open for drinks, with social distancing measures in place.**
- o **Toilets are available at Bury, Heywood, Ramsbottom and Rawtenstall stations.**
- o **Toilets will not be available on board the trains.**
- o **Unfortunately, you will not be able to visit the following areas at this time:**

Customer Responsibilities

- o Wear a face covering/mask whilst moving around the railway and on the train (excluding those whom are exempt as per government guidelines)**
- o Wash Your Hands often and use the hand wash /sanitiser stations provided.**
- o Avoid touching your face.**
- o Observe social distancing.**
- o Arrive with ample time prior to the train's departure time.**

If you are feeling unwell or experiencing symptoms of Covid-19 we would ask you and members of your party or family group to not attend the railway.