

EAST LANCASHIRE RAILWAY ADDITIONAL MEASURES SANTA SPECIALS

“We’re Good to Go”

The East Lancashire Railway has the official UK mark to signal that a tourism and hospitality business has worked hard to follow Government and industry Covid-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.



- All tickets for ‘Santa Specials’ and the ‘Heywood to Bury Shuttles’ must be booked in advance. Details of these will be released in due course on our website.
- Prior to departure of Santa Special trains from Bury, visitors must arrive:
 - ⇒ No later than 15 minutes
 - ⇒ No earlier than 55 minutes, prior to departure

Standard precautionary Covid-19 measures are in place to ensure a safe environment to visit. These can be found [HERE](#)

FREQUENTLY ASKED QUESTIONS

- **I have visited before, what elements of the experience will be the same as in previous years?**

We are proud to be offering our Santa Specials experience and are looking forward to delivering a fantastic, festive welcome and atmosphere to ensure your family are fully in the Christmas spirit for 2020!

Some items, such as the Children's Activity Book have been enhanced. You will see Santa and his Elves. You will visit our beautifully decorated station and be welcomed by our dedicated volunteers and staff. You will enjoy a ride behind a steam engine from Bury to Rawtenstall and back to Bury. Also the items you receive will remain in line with what we offered in previous years, but they may be distributed differently to comply with our COVID policies and procedures.

● **What entertainment is available?**

We are working within government guidelines (which are subject to change). Santa, his Elves and people dressed in appropriate festive costumes will be part of the experience, however they may appear differently to how you remember them if you have visited us before, this is to comply with our COVID policies and procedures. Please be aware that entertainment from previous years such as the brass band or close up magicians may not be available whilst these restrictions are in place, further information about entertainment will be given closer to the experience date. We strive to offer entertainment and activities that are appropriate for the whole family. There will be a different approach to entertainment and the locations at which any entertainment is offered. Bury Bolton Street Station and the interior of the Santa Special train carriages will have festive decorations. We reserve the right to make suitable amendments to the advertised experience in line with government guidelines.

● **What changes have been made to the experience to reflect the current COVID-19 situation?**

This year we are following the government guidelines particularly surrounding safe transport and entertainment practices pertaining to COVID-19. You may notice some changes due to these guidelines. We have conducted a thorough risk assessment for this experience, this will also be updated should the government guidelines change in the run up to, and at the time of the Santa Specials experience. We reserve the right to make suitable amendments to the advertised experience in line with government guidelines.

There will be fewer passengers per carriage, in line with social distancing. There will be a different approach to entertainment and the locations at which any entertainment is offered.

● **How often are the trains cleaned?**

Trains are cleaned and sanitised in between departures from Bury.

● **Do I need to wear a face covering on board?**

We request that all adults follow government guidelines pertaining to face coverings when on public transport, unless exempt as per government guidelines.

Children under the age of 11 are not required to wear a face covering, as per government guidelines.

● **Will Santa and his Elves be wearing face coverings?**

Santa and his Elves will be wearing face coverings as required in line with government guidelines and in line with our risk assessment. We reserve the right to make changes depending on the government guidelines at the time.

● **Will I be able to eat on board?**

We will be offering sherry and a mince pie to the adults, and a soft drink and chocolate lolly to the children. If you are wearing a face mask, you are permitted to remove it to eat or drink and we kindly request that you put your covering back in place once you have finished.

● **I, or someone in my party has dietary requirements, or do not drink alcohol can I swap my refreshments?**

In order to ensure we can meet your requirements please email customer.services@eastlancsrailway.co.uk no later than 24 hours prior to departure to notify us and we will aim to provide you with an alternative, where possible.

● **I have a very young child, do I need to purchase an adult plus under 3 ticket?**

For track and trace purposes and to ensure we are aware exactly how many passengers are on board we advise that you purchase the appropriate ticket for the number of people in your party. All attending children will be allocated a gift as part of the experience; should you not wish to receive a gift for a very young child please email customer.services@eastlancsrailway.co.uk at least 24 hours prior to your journey. Refunds cannot be made if you do not wish to take home a gift.

● **Can I exchange my child's gift?**

Requests to exchange gifts will be granted where possible. Please speak to your carriage steward on the day. If you have questions in advance regarding the suitability of gifts for your child please email customer.services@eastlancsrailway.co.uk

● **Can I bring a buggy or pram?**

Yes. Suitable accommodation for buggies and prams will be made available for the duration of the experience. Buggies and prams are not permitted on board inside the passenger carriages, you will be asked to leave them in our suitable location prior to boarding and will be able to access them again upon arrival back to Bury. Therefore, please remove the items you need from them before boarding.

● **Can I use the toilets on the train?**

Yes. Toilets will be available for your comfort whilst the train is in motion.

● **Are there baby change facilities?**

Yes. Baby change facilities are available at Bury Bolton Street Station, on Platforms 3 & 4 and also on Platform 2. Please note, due to the nature of our trains being original heritage vehicles there are no baby change facilities on board the trains.

- **I, or someone in my party requires accessibility assistance, what should I do?**

On the day support will be made available to ensure that everyone is safely welcomed into the railway. Please ask one of our meet and greet team upon arrival and they will gladly assist you. If you have any questions or concerns please email customer.services@eastlancsrailway.co.uk at least 24 hours in advance of your journey.

- **What happens if I arrive late?**

Due to our track and trace system and compliance with it and our limited capacity, we are unable to offer on the day changes to your ticket. Therefore we will be unable to offer you a ticket transfer for the same day. Please speak to a member of staff on the day.

- **Can I have a refund?**

Refunds are offered at the discretion of the organisation. Notification must be made 24 hours in advance of your ticketed experience time by emailing customer.services@eastlancsrailway.co.uk with a request for a refund. Any request for refund made within 24 hours prior to departure will not be refunded.

- **What will happen at the start of my experience?**

Please have your e-tickets printed and ready for inspection at the entrance to Bury Bolton Street Station. You will be greeted by our friendly team members who will ask to check your temperature, and offer you hand sanitiser. We request that if you or any member of your party is unwell with any COVID-19 symptoms that you do not attend the East Lincs Railway, and follow government guidelines pertaining to public health. If you are not able to attend, and are aware in advance please email customer.services@eastlancsrailway.co.uk to notify us.

We encourage frequent hand washing, and therefore toilet facilities and hand gel stations are available on platforms 3 & 4 and platform 2.

- **Can I turn up on the day for Santa Special Trains?**

Unfortunately not. All tickets must be booked in advance. With social distancing measures in place, there will be 25% fewer seats available per carriage.

- **Do I have to travel on the train specified?**

Yes

- **Is there a limit to the number of tickets that can be booked in any party?**

Yes. Tickets are limited to six people. We are limiting transactions to groups of 2,3,4,5 & 6 – all persons travelling must be from the same household or support bubble as per current government guidelines. We will review our policies according to government guidelines and measures as and if they change.

- **Is there reserved seating?**

Yes, on the Santa Special Trains, but not the Heywood to Bury Shuttle. Seating plans have been designed to ensure that parties are socially distanced in line with government guidelines.

- **Will I still be able to visit the Bury Transport Museum?**

Currently, there are no plans to re-open the museum at the present time.