

EAST LANCASHIRE RAILWAY ADDITIONAL MEASURES HALLOWEEN GHOST TRAINS

“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 ‘Halloween Ghost Trains’ must be booked in advance. Details of these will be released in due course on our website.
- Prior to departure of Halloween Ghost 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 Halloween Ghost Trains experience and are looking forward to delivering a fantastic, fright filled welcome and atmosphere to ensure your family are fully in the Halloween spirit for 2020!

Some items, such as the Children's Activity pack have been enhanced. You will see a collection of haunting Halloween characters. You will visit our spookily decorated station and be welcomed by our dedicated volunteers and staff. You will enjoy a ride behind a steam engine from Bury to Irwell Vale and back to Bury.

● **What entertainment is available?**

We are working within government guidelines (which are subject to change). Halloween characters and people dressed in appropriate costumes will still 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 the on board entertainment from previous years may not be available whilst these restrictions are in place, further information about entertainment will be given closer to the experience date. We will be offering 'Meet and Greet' opportunities with the Halloween characters, please arrive in plenty of time to enjoy these aspects of the experience. All trains will leave on time. Bury Bolton Street Station will have spooky 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 Halloween Ghost Trains experience. We reserve the right to make suitable amendments to the advertised experience in line with government guidelines.

There will be less passengers per carriage, in line with social distancing.

● **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 the Halloween characters be wearing face coverings?**

All characters and staff will be wearing appropriate coverings in line with government guidelines pertaining to their roles, and in line with our risk assessment. We reserve the right to make changes to this depending on the government guidelines at the time.

● **Will I be able to eat on board?**

You are permitted to eat and drink on board. 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 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.

● **Can I bring a buggy or pram?**

Buggies and prams are not permitted on board inside the passenger carriages, further information as to whether buggy storage accommodation will be provided for this event will be released closer to the event time. Please check back for further details.

● **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 refunds 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 Lancs 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 the Halloween Ghost 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. 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.