



FREQUENTLY ASKED QUESTIONS

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Will our service be steam hauled?

Every effort will be made to ensure that steam locomotives haul our Santa Special services. However, should a suitable steam locomotive be unavailable, the East Lancashire Railway reserves the right to substitute a diesel locomotive without prior notice. The East Lancashire Railway reserves the right to suspend, reschedule or cancel services if operational circumstances or safety make this necessary.



Where does the Santa Special start?

All Santa Special steam trains start and end at Bury Bolton Street Station, BL9 0EY. We recommend starting your experience at Heywood Station where there is plenty of parking. Simply book on the Santa diesel shuttle which operates from Heywood to Bury.



How long is the Santa Special journey?

The round trip experience from Bury Bolton Street Station lasts approximately 80 - 90 minutes.



Can I get off along the way?

Passengers must remain on board their Santa Special train at all times.



Do you have toilets on board the train?

Toilet facilities are available both on the train as well as on the platform at Bury Bolton Street Station.



What present can I expect to receive?

We are providing gender neutral gifts. These are based on age range rather than gender. Under 3's will receive a teddy; all other age brackets will receive age appropriate gifts.



Can I change my gift on the day?

Unfortunately gifts cannot be changed on the day.



My child is under 3 but we won't need a gift, which ticket do I book?

All "Adult with an under 3" tickets will receive a gift. Under 3 gifts are a lovely teddy and suitable from birth. If you choose an adult only ticket, your child will not be provided a gift.



Where is the best place to park my car?

Bolton Street Station and the surrounding area has very limited parking. You can find further information on parking [here](#).

An alternative would be to book the Santa diesel shuttle service and start your experience from Heywood where there is a free car park. Santa diesel shuttles are scheduled to arrive to ensure you have plenty of time to board your Santa Special steam train. Santa diesel shuttle tickets will be on sale shortly.



What time should I arrive for my experience?

We recommend that you arrive at least 30 minutes before your Santa Special steam train departure.



I have a pram, is there any where I can leave it?

On each train we have a buggy carriage where you can leave your pram, you will be given a ticket to collect it on your return. There is a pram route that will let you avoid the stairs to the platform.



Will there be any food or drink available?

Bury Bolton Street has a well stocked Buffet on Platform 3 that will be serving drinks, snacks and warm pies as well as lots of goodies for the little ones.

Refreshments are also available at the Whistlestop Café in Heywood (if you are travelling on the Santa Diesel Shuttle between Heywood and Bury) and The Trackside Pub in Bury (Platform 2).



Can I bring my own food?

You are more than welcome to bring your own food, otherwise there are plenty of other options available, as listed above.



Is there an alternative to the Festive Tipple?

You can exchange your Festive Tipple for an alternative soft drink on the day, just ask your train steward.



Are the free Mince Pies and Chocolates Gluten/Dairy Free?

The Mince Pie is not Gluten Free but are suitable for vegans. A dairy free alternative to the chocolate is available on request.



Is the experience accessible for people with limited mobility?

Every Santa Special Steam Train has a specially adapted carriage for people who require wheel chair assistance. We offer this as a private carriage to one family at a time. Our accessible carriage allows direct access by wheelchair. To make a booking, call 0333 320 2830 and we will do the rest for you.



What carriage is closest to the station and involves the least amount of walking on the platform?

Carriage—A is located next to the engine and the entrance to the event and involves the least amount of walking.

Carriage—G is the last carriage on the set and is the furthest away from the entrance to the event.



I need the assistance of a carer, do they need to pay?

The ELR offers one free carer ticket per party. Please contact our booking line on 0333 320 2830.



When purchasing and “Adult and Under 3” ticket - how many seats are included?

One seat is included, with the child under 3 seated on the lap of the adult.



Am I able to bring my dog on the train?

Unfortunately dogs are not permitted on the Santa Specials, with the exception of guide dogs.