



Frequently Asked Questions:

1. **Will Father Christmas be visiting children during this event?**

Father Christmas will not be on board our Steam Illuminations trips.

2. **How long is the trip?**

The train journey will take around one hour and 45 minutes, so please allow around two hours.

3. **Do toddlers and babies need their own seats?**

Under 2 year olds go free and do not need a seat. Two year olds and above will need a seat.

4. **Why can I not see the seating plan when I'm booking my tickets (on a mobile phone)?**

If you are using a mobile phone to book tickets you need to turn the phone around so it is in a landscape orientation.

5. **Can I bring my own food?**

Yes, you can bring your own food or you can order one of our High Teas when you book your ticket(s).

6. **Can I buy refreshments on the day?**

Yes, the West Country Buffet will be open at Alresford for takeaway hot and cold drinks and food, including a childrens' menu, from 3pm to 9pm. The kiosk at Alton will be open for takeaway light refreshments.

7. **If I've ordered a 'High Tea', where do I pick it up from?**

High Teas need to be collected from the marquee at the front of Alresford station or from the old shop at Alton station.

8. **Are there any discounts available?**

Regrettably we cannot provide any discounts for this event.

9. **Can I bring my dog?**

Following advice from animal welfare charities, regrettably dogs are not allowed at this event, with the exception of assistance dogs.

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10. Is the event accessible?

Regrettably, as we have the sound and light equipment in the guards' area, we cannot allow public access. Due to all the cables across the floor, access is not possible for passengers confined to a wheelchair. Also, the carriages next to the guards' area are not adapted to take wheelchairs. If the passenger can walk a few steps and transfer to a conventional seat, bookings can be accepted.

11. Will the gift shop be open?

Yes, both the Alresford shop at The Goods Shed and the kiosk at Alton will be open.

12. Can I buy an individual ticket?

Sorry but individual tickets cannot be bought as we are selling tables rather than individual seats.

13. Will there be toilets on the train?

No sorry the toilets on the train will not be open for health & safety reasons. However, there will be toilets at each station.

14. What are my options if my party is for two adults and three children?

You have two options: a table for up to two at £96, plus a table for up to two at £48, totalling £144; or a compartment for up to six people for £150.

15. What steps are you taking to maintain covid safe?

- a. All trains will be cleaned throughout between services.
- b. You will be allocated a table which remains yours throughout your trip.
- c. Door handles and other frequently touched surfaces are cleaned at each stop.
- d. Screens have been installed between all groups of seats in our open carriages
- e. We are operating with reduced seating capacity
- f. You will be asked to undergo a simple temperature check using a non-contact thermometer before you enter the event.
- g. With the new Government guidelines, visitors will need to wear a face mask on the train and inside buildings unless they are in a compartment with only members of their family or bubble family, or exempt.
- h. Hand sanitiser is available at all stations, points of entry, cafes and shops around the railway.
- i. Carriages, stations, shops and cafes have one way systems within in them and distance marking as appropriate.

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16. Is there a notice period for cancellations?

Our normal terms and conditions require seven days notice of cancellation. We need this notice in order to be able to resell your table to another customer and because we incur costs for each booking which are not recoverable. However, anyone developing Covid-19 symptoms prior to the event and notifying the railway will receive a full refund.

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