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STEAM DREAMS

RAIL CO • EST 1999

Safe Travels

The Steam Dreams Rail Co. Promise



Get ready for a wonderful journey

We are committed to ensuring that travelling on a Steam Dreams Rail Co. journey is as safe as possible for our guests, colleagues, and volunteers, whilst not detracting from the enjoyment of the day.

Taking this into account and in light of the latest government announcement we kindly request that all passengers (unless exempt) wear a face covering when boarding and moving around the train.

Please read the following pages which set out the processes that we have put in place to ensure all our passengers have a safe and enjoyable journey.

The processes laid out in this document are based on travelling on board after 29th November 2021. If recommendations change, our policies will be updated for the new guidelines. Please ensure that you read any documentation with your tickets for the most up to date information about what to expect when you travel.



Prior to travel

Self- screening

If you are showing any of the symptoms (shown on the right-hand side) or have had contact with anyone with Covid-19 within the last 14 days, then please do not attempt to travel with us.

In line with government guidelines, we kindly ask that even if you are not experiencing symptoms that you take a lateral flow test before travelling. These can be obtained [online](#) free of charge.

If your test shows a positive result or you are experiencing any symptoms, please do not travel and contact the Booking Office on 01483 209888.



A high temperature



Headache



A new, continuous cough



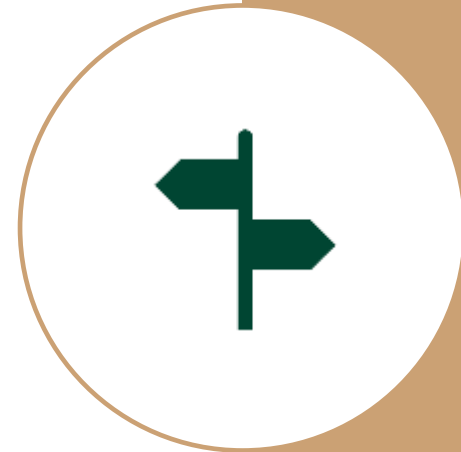
Shortness of breath



Loss of taste or smell

Before boarding

- If you are travelling to the train within Wales, Scotland or on any TfL (Transport for London) service it is still mandatory to wear a face covering (unless exempt).
- Around the station, on the platform and when boarding our train, we recommend you wear a face covering, so please bring one to wear unless you are exempt.
- Signs will be placed on each carriage on the train displaying the carriage letter and which seat numbers should board from which door.
- Our Passenger Services Team will direct you to the most accessible door to your seat. Please avoid walking through the train to access your seat where possible.



On board

How you can keep others safe

- When you board the train, please use the hand sanitiser dispensers which are placed near to each carriage entrance.
- Face coverings are required when travelling on all trains, when boarding the train, moving around the train or disembarking. You are allowed to remove the face mask when seated.
- The toilets will be in use for the journey, but please ensure you use the hand sanitiser before entering the toilets and wash your hands after use.



On board *Seating*

- Now that social distancing guidelines have been removed by the Government, parties of fewer than four passengers may share tables.
- To reserve your own exclusive table for two passengers, you can book your own table at a supplement (available in dining classes only).



On board

How we will keep you safe

- Every care will be taken to ensure the safety of our passengers and colleagues.
- Our team members will have presented a negative lateral flow test prior to travelling.
- All catering staff will be fully trained in the Covid-19 food preparation, service & safety practices, as directed by Government Guidelines.
- As usual, we will be offering an at-seat service throughout the train so there should be no need for passengers to move from their seats unless to use the on-board facilities. We respectfully ask that passengers remain in their seats as much as possible.



On board *Cleanliness*

- Regular cleaning throughout the day will be undertaken by our dedicated onboard housekeeper in the general areas including toilets, handrails and door handles.
- Hand sanitiser will be available at all entrances to the carriages and on tables and must be used by anyone boarding the trains and before and after using the toilets. All passengers will be encouraged to follow the guidelines regarding hand washing.
- Doors at the end of the coaches will remain open to increase airflow and windows will be open wherever possible.



We look forward to welcoming you on board

Have a safe and memorable journey

