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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 have been working hard over the last few months to make absolutely sure 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.

**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 assume that social distancing rules will continue. In the event that this changes, our policies will be amended 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 on board.



## Prior to travel

### *Self- screening*

Have you had contact with a person with Covid-19 within the last 14 days? Are you experiencing any of the symptoms?

If you are showing any of the symptoms or have had contact with anyone with Covid-19 within the last 14 days, then please do not attempt to travel with us. Contact our reservations team who will reschedule your booking to a later date for no additional charge.



Fever



Headache



Dry cough



Shortness of breath



Loss of taste or smell

# Prior to Travel

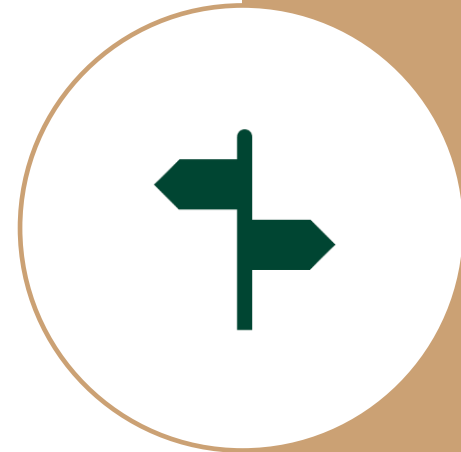
## *That's the ticket*

- We will be sending an 'e-ticket' via email, which can be downloaded onto your mobile phone or tablet. Rather than presenting a physical ticket, passengers will be asked for their name and the seats they have been allocated from their tickets.
- Passengers will then be given directions to their seats, without the need for physically checking the tickets.
- It is important that we have accurate contact information for the lead passenger, not only for sending e-tickets and joining instructions but also to assist the NHS Test and Trace with requests for that data if needed.



# At the station

- We have added signs throughout the train to guide and remind passengers of social distancing rules.
- Around the station, on the platform and when boarding our train, please ensure you keep a safe distance from other parties, and respect others around you.
- Signs will be placed on each carriage on the train to show which carriage it is and which seat numbers should board from which door. Please do not attempt to board until instructed.



# Face Coverings

Face coverings are currently mandatory on all trains, except for certain exemptions (see below), when boarding the train, moving around the train or disembarking. You are allowed to remove the face mask when eating or drinking. If you have forgotten to bring face masks with you, we will have a limited number available.

There are some circumstances where people may not be able to or may not be required to wear a face covering. This includes (but is not limited to):

- Children under 11 years of age
- Staff who are physically separated from other staff and passengers
- If you are speaking to or providing assistance to someone who relies on lip reading, clear sound or facial expressions to communicate
- Those with a reasonable excuse not to wear a face covering for example a health condition where a face covering would be inappropriate because it would cause difficulty, pain or severe distress or anxiety, or because a covering cannot be applied and worn in the proper manner safely and consistently

# On board

## *How you can keep others safe*

- Boarding the train will be different to normal as social distancing must be maintained throughout the boarding process. When you board the train, please use the hand sanitiser dispensers which are placed near to each carriage entrance. This will help reduce possible infections.
- Please respect others and maintain social distancing throughout the train journey. We have added signs throughout the train as a visual aid for social distancing.
- 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

## *How we will keep you safe*

- Every care will be taken to ensure the safety of our passengers and colleagues.
- Our on-board team will be temperature-tested on the day of departure and if they are displaying symptoms they will not travel. Our team members will be wearing PPE in line with the requirement at that time.
- All catering staff will be fully trained in the Covid-19 food preparation, service & safety practices, as directed by Government Guidelines. All of our food will be plated in the kitchens and then served to your table.
- 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.





# On board *Cleanliness*

- We have enhanced cleaning on board, including the introduction of mist spraying sanitising disinfectant used directly onto all hard surfaces, killing viruses and bacteria. Regular cleaning throughout the day will be increased in the general areas including toilets, handrails and door handles with disinfectant cleaning wipes.
- Hand sanitiser will be available at all entrances to the carriages and must be used by anyone boarding the trains to reduce contamination. All passengers will be encouraged to follow the guidelines regarding hand washing.



# On board

## *Socially-distanced seating*

- In our Dining and Premium Standard carriages we have fitted dividers between the majority of the rows of seats to create shielded areas. There are a limited number of compartments available for groups of six in Premium Standard or groups of four in Dining. Please request a compartment at the time of booking if you would prefer to be seated in a compartment.
- We have also reduced the number of passengers per carriage to improve the protection for passengers. Each booking party\* will be seated on separate tables so you will not be seated at a table with other parties.
  - For example, normally we would seat 6 or 8 passengers per row, over two tables of four seats or one table of two and one table of four seats. These could be from multiple family groups.
  - With social distancing, each table would be for passengers from one household/family group, we then further enhance this by ensuring there is always at least one empty seat and an aisle dividing each booking party\* per row.

\*a booking party refers to bookings of at least 2 passengers. Single passengers will not always be seated on separate tables but will be seated at least 1 metre away from other passengers.

# We look forward to welcoming you on board

Have a safe and memorable journey

